

## Critical Information Summary for your NBN™ Standard Speed unlimited data plan

### Information about the Service

#### SERVICE DESCRIPTION

The More Telecom NBN™ Standard Speed Unlimited Plan is an internet service provided over the National Broadband Network and is available in NBN™ enabled areas. A static IP address is included with this service.

#### HARDWARE REQUIREMENT

You will require an NBN compatible modem/router for this service. A router is provided free of charge on a 24-month plan. You can choose to BYO your own modem, but it must be compatible with your NBN technology type.

#### KEY DETAILS

This service is provided on a 24-month contract or 1 month contract.

Your NBN™ Standard Speed plan includes unlimited data with a typical evening speed of 25Mbps.

\*Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

In the case of NBN connections delivered using FTTN (fibre to the node) technology the distance you are from the node will affect maximum available speeds.

All More Telecom plans are subject to the More Telecom Fair Use Policy, which can be seen on our [website](#).

#### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in your premise. A 240-volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up.

battery. If you take up an NBN service, you will not be able to move back to a copper service.

### Information about pricing

#### MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

Typical Evening Speed	25Mbps
Included Data	Unlimited
Monthly charge	\$66.00
Cost / Gb	n/a
Minimum Charge (1 month plan)	\$66.00
Minimum charge (24 months) inc. modem delivery charge	\$1,584

#### INSTALLATION CHARGES

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply.

If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

#### MODEM CHARGE

An NBN ready modem is provided free of charge on this plan when choosing a 24-month contract. A postage and handling charge of \$14.95 applies per device.

#### EARLY TERMINATION CHARGE

If you cancel the service within the 24-month contract term, Early Termination Fees (ETF) will apply. The ETF is \$220 per

NBN service. There may be some instances where this does not apply, please read 'BROADBAND SPEED' section below.

If an NBN modem has been provided as part of this plan must be returned to More Telecom. A \$149.95 charge will apply if the modem is not returned within 30 days of your service being cancelled.

## Other Information

### USAGE INFORMATION

You can monitor your usage at <http://www.moretelecom.com.au> > My Account or by calling us on 1800 733 368

### SERVICE DETAILS

This More Telecom NBN™ service is provided using the NBN network. More Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

### "INSTANT ON" & 4G BACKUP

"Instant On" & 4G Backup is available for an additional \$20 per month. This can be selected at the time of sign up. Optus mobile coverage is required at your location in order to use our "Instant On" and 4G Backup facility. Optus coverage can be checked here: [http://www2.optus.com.au/egmap\\_mob/](http://www2.optus.com.au/egmap_mob/). "Instant On" allows you to start using this service before NBN is connected at the property. 4G Backup allows you to continue using this service in the event of NBN or network disruption in your area. Maximum data speeds available during these usage times is 12Mbps/12Mbps and up to 200Gb of data can be consumed in a calendar month.

### BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

**IMPORTANT:** Billing for your NBN service will commence from the day that the NBN activation is completed by NBN™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

### BROADBAND SPEEDS

Actual speeds you will receive will vary due to a number of factors such the number of end-users using the service at the same time, the hardware, the software and software

configuration, the connection method within the premise and the type/source of content being downloaded. We are unable to attain your maximum possible speeds using FTTH or NBN Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your NBN service we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend to improve your speeds. If this does not improve things, we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 24-month contract without early termination penalty. We will require any supplied modem to be returned to us at: Lv 6. 132 Albert Road, South Melbourne, VIC, 3205 to avoid a hardware non-return fee.

### WE ARE HERE TO HELP

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at [www.moretelecom.com.au](http://www.moretelecom.com.au) for additional information, including to access information about your usage of the service.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.moretelecom.com.au/policies](http://www.moretelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://customerportal.utilibill.com.au/moretelecom/>

For instructions on how to access the member portal please check out the relevant article on our knowledge base at <http://www.moretelecom.com.au/help>

**This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of May 2021.**

