

SERVICE DESCRIPTION

Click Broadband's NBN Services is delivered via the National Broadband Network to the boundary point of your premises. This is for residential or consumer use only.

Download Connection Speed:

NBN12 – up to 12mbps download speed / Up to 1mbps upload speed
NBN25 – up to 25mbps download speed / Up to 5mbps upload speed
NBN50 – up to 50mbps download speed / Up to 20mbps upload speed
NBN100 – up to 100mbps download speed / Up to 40mbps upload speed (*this is not available via Fixed Wireless*)

AVAILABILITY

Click Broadband services are not available on all areas and subject to infrastructure availability at customer premises. To check for availability you may call our team at 1300 254 255 or use the address checker at (www.clickbroadband.com.au) The broadband service to be offered will be determined by what is available at your location. NBN plans are delivered over multiple network technologies including Fibre to the Premise (FTTP), Fibre to the Node (FTTN), Fibre to the Basement (FTTB), Hybrid Fibre Coaxial (HFC), Fibre to the Curb (FTTC) and Fixed Wireless.

NBN PLAN INCLUSIONS & REQUIREMENTS

Click Broadband's NBN plan does not include a modem (available as an option) or an email address. We can supply you a standard modem (Netcomm NF10WV) for \$99.95. You can also upgrade your modem for better performance or user experience by paying a subsidised cost. High Range (Netcomm NF18ACV) – cost \$139.95.

Use of Click Broadband's NBN plan requires a compatible modem/router. It is your responsibility to configure a BYO modem/router and Click Broadband offers limited support for BYO modem configuration. Click Broadband is not liable for any internet downtime resulting from BYO modem configurations, Click Broadband offers compatible modem with pre-configured settings (Plug and Play) Click Broadband does not support any equipment or wiring at your premises beyond the network boundary point.

When you connect to an NBN plan, some equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services. Click Broadband bears no responsibility for any equipment or services at your premises that may be impacted when connecting an NBN plan. Click Broadband does not offer priority assistance.

Please let us know if you use equipment such as disability or medical services or a back to base alarm. Some equipment may require an alternative services or additional equipment. We will tell you if we are not able to support the equipment.

Due to complexities on the network we recommend you use one of our supplied modem/routers however we do offer set up support for only unlocked compatible BYO modem/router. we do not offer any forms of guarantees on BYO modems. Please note that your billing will start once your service gets activated, and not when your BYO modem is configured.

CONNECTION TIMEFRAME

Once we've accepted your application, we'll try to connect your NBN Broadband service as quickly as possible. We are reliant on the NBN installation team to complete your connection. NBN will advise us of a reserved installation appointment for your connection.

We will advise you of the reserved installation appointment. In some instances, the NBN installer may be unable to attend the reserved appointment and we apologise in advance if this happens at your installation. Reasons may include high workload, capacity shortfall or other factors out of our control.

If your installation appointment is re-scheduled, we will do everything possible to inform you ahead of the installation date. Unfortunately, on occasions we are not informed by NBN if an installer is unable to attend an appointment until after the appointment time and date. We apologise in advance if this is the case.

ORDER CANCELTION POLICY

If you place an order with Click Broadband and cancel the order due to change of mind, no refund will be provided if your order is in progress with the carrier. An Order is deemed to be "in progress" once you have received notifications that payment has been processed.

CSG WAIVER

The standard Monthly Charge and Setup pricing stated in the information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

NBN SPEED

Actual throughout speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of user simultaneously using the network. Devices connected with WIFI may experience slower speeds that those connected by ethernet cable.

Download and upload speed for each NBN plans are the maximum for each type of service and can rarely be achieved due to various reasons.

Click Broadband do not guarantee actual speed that can be achieved as we are dependent on our suppliers to deliver the services and obtain the ideal speed that customer can get at all times.

The speeds achievable over the **nbn**TM depends on the technology over which services are delivered to your home, distance from the local exchange/node and some factors outside our control like: 1)The type of content being downloaded by the end-user; 2)The connection method within the premises (wireless or fixed); 3)The end-user's network, operating system, hardware, software and software configuration (e.g. router/firewall configuration); 4)The number of individual end-users at a residence using the service at the same time; 5)The source of the content (the destination host) being downloaded (including any content server limitations); 6)Network contention or congestion in Click Broadband's or any of our supplier's networks; 7)For FTTN/FTTB connections, the quality of the copper that services your premises and/or the internal wiring.

Services provided over FTTN/FTTB may not be able to obtain typical plan speed. Speeds achieved on these technologies can only be confirmed once service is activated and depend on the maximum line sync rate of physical infrastructure connected to your premise. Services provided over Fixed Wireless may not be able to obtain typical plan speeds and do not have a minimum requirement for speed. Speeds can only be confirmed once service is activated and depend on the distance to the closest cell tower and various environmental factors surrounding premises.

If after connecting to a speed tier, you cannot achieve the typical speeds shown for your plan, please contact us as soon as possible and we will provide some troubleshooting tips that may improve things. If you are still not achieving satisfactory speeds, we may offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier during that billing period.

INSTALLATION

Standard Installation included. Non-Standard installation may incur additional cost.

The **nbn**TM may apply a \$300 Greenfield's New Development Charge for premises in newly developed areas. This is not considered as an installation charge but as an activation fee that applies for the premises where **nbn**TM service are newly connected. If applicable, a New Copper Pair charge of \$297.00 will be charged on FTTB/FTTN/HFC/FTTC where an active PSTN/ULL phone line is connected and the FNN/ULL of this active line can't be provided. If the premise is within FTTC footprint with all infrastructure in place but without NCD, you can opt to have NCD along with self-installation kit at no cost or request for a NBN professional with an install fee of \$165.

BUNDLING

A customer may choose to add features or upgrade their plan which may result in additional charges and payments.

Phone bundling includes Voice over IP (VOIP) telephone service and should only be used for residential use only. Click Broadband VOIP will not work if there is an interruption to your internet connection and for any event of power outage. This includes dialling emergency numbers.

Critical Information Summary



This phone service is not suitable for people with life threatening medical conditions and requiring a priority assistance. If you need your existing telephone number to be ported to Click broadband VOIP services, it can take up to six (6) weeks for the port to be completed. Port will only commence once internet service is activated. It is highly recommended that you keep your existing telephone service active to your current provider until port is completed. It is your responsibility to keep your existing phone number active and Click Broadband is unable to port an inactive phone service. For FTTC technology, it is not possible to retain an existing PSTN phone number as **nbn**TM does not enable Voice-Band continuity. The PSTN line is disconnected automatically at the exchange once FTTC service is activated

MINIMUM TERM

Month to Month - No contract plan. 30 days Termination notice is required prior to disconnection of service. See minimum total cost applicable to each plan in the information about pricing

CREDIT LIMIT

Credit Limit refers to the maximum amount of credit Click Broadband extends to you. Credit limit is a sum of your current unpaid account balance (+) total unbilled usage. Initial credit limit applied to this plan is:

- NBN Standalone: \$120

We will send usage alerts via SMS and emails once you've reached approximately: 50% and 80%. If you exceed your credit limit, Click Broadband will deduct the amount by using direct debit facility. If the payment gets rejected your service may be suspended until account balance has been reset

BILLING, CANCELTION & TERMINATION

You can pay your service by direct debit via the nominated Bank Account, Credit Card or Debit Card – Visa, Mastercard and American Express (AMEX). There will be a 3% surcharge for all AMEX transaction. Monthly fees in advance and usage charges incurred during the month will be included on the bill. Late payment fee of \$16.50 will apply the day after your due date if you miss your payment on time. All plans are billed in advance via calendar billing. Customers will be required to pay one month in advance and subsidized modem cost if you request a standard modem (\$99.95) or high range (\$139.95) upfront at the time of placing the order. There are no cancellation fees for Month to Month. For 18-months contract, cancellation fee will apply at \$10 x remaining number of months of contract. You must return the modem to us at your cost within 15 business days to avoid paying \$40 for Standard Modem and \$60 for High Range modem.

Click Broadband provide you with a choice of receiving your statements electronically (no additional fees apply) or via post at \$10 for itemised or Summarise invoice. Bill Reprint Fee of \$10 is also charged for an additional monthly invoice request via post or email.

You can change plan during your contract term by calling our customer service at 1300 254 255. If you wish to upgrade or downgrade you can request at no cost.

You can monitor your usage at www.clickbroadband.com.au

COMPLAINT HANDLINGS

There are several methods to file a complaint with Click Broadband. We will ensure that your complaint is handled as efficiently and effectively as possible in accordance with our Complaint handling policy.

FURTHER OPTIONS

If you are not satisfied with our handling of your complaint and you have escalated this within Click Broadband you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>

CUSTOMER SUPPORT

Customer Service

Email: customercare@clickbroadband.com.au

Phone: 1300 254 255

Credit Control: Email: billing@clickbroadband.com.au

Sales: Email: sales@clickbroadband.com.au

If you have any concerns or complaints, you can access our Complaint Handling Policy or via email: info@clickbroadband.com.au

Critical Information Summary



INFORMATION ABOUT PRICING

NBN Plan	nbn™ Speed	Monthly Data Quota	Monthly Charge	Minimum Charge***	Minimum Term	VOIP Call Rates
Basic	NBN 12	Unlimited	\$58.88	\$58.88	1 month	Not Applicable
Standard	NBN 25	Unlimited	\$59.88 for the first 12 months \$64.88 thereafter	\$59.88	1 month	Not Applicable
Ultimate	NBN 50	Unlimited	\$69.88 for the first 12 months \$74.88 thereafter	\$69.88	1 month	Not Applicable
Ultimate Plus	NBN 100	Unlimited	\$79.88 for the first 12 months \$84.88 thereafter	\$79.88	1 month	Not Applicable
Basic + National	NBN 12	Unlimited	\$68.88	\$68.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: 15c per minute 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Basic + National & Mobile	NBN 12	Unlimited	\$78.88	\$78.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Basic + International	NBN 12	Unlimited	\$88.88	\$88.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: Unlimited landline calls to: Canada, China, France, Germany, India, Ireland, Italy, Netherlands, New Zealand, Philippines, South Africa, Spain, UK, USA, Vietnam Standard International call rates see link on website
Standard + National	NBN 25	Unlimited	\$69.88 for the first 12 months \$74.88 thereafter	\$69.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: 15c per minute 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Standard + National & Mobile	NBN 25	Unlimited	\$79.88 for the first 12 months \$84.88 thereafter	\$79.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Standard + International	NBN 25	Unlimited	\$89.88 for the first 12 months \$94.88 thereafter	\$89.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: Unlimited landline calls to: Canada, China, France, Germany, India, Ireland, Italy, Netherlands, New Zealand, Philippines, South Africa, Spain, UK, USA, Vietnam Standard International call rates see link on website
Ultimate + National	NBN 50	Unlimited	\$79.88 for the first 12 months \$84.88 thereafter	\$79.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: 15c per minute 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Ultimate + National & Mobile	NBN 50	Unlimited	\$89.88 for the first 12 months \$94.88 thereafter	\$89.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Ultimate + International	NBN 50	Unlimited	\$99.88 for the first 12 months \$104.88 thereafter	\$99.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: Unlimited landline calls to: Canada, China, France, Germany, India, Ireland, Italy, Netherlands, New Zealand, Philippines, South Africa, Spain, UK, USA, Vietnam Standard International call rates see link on website
Ultimate Plus + National	NBN 100	Unlimited	\$89.88 for the first 12 months \$94.88 thereafter	\$89.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: 15c per minute 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Ultimate Plus + National & Mobile	NBN 100	Unlimited	\$99.88 for the first 12 months \$104.88 thereafter	\$99.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: See rates list
Ultimate Plus + International	NBN 100	Unlimited	\$109.88 for the first 12 months \$114.88 thereafter	\$109.88	1 month	Local Calls, National Calls to Landline: Included Calls to Standard Australian Mobile: Included 13/1300 Calls: 44c per call Directory Assistance 1223: 75c per call International: Unlimited landline calls to: Canada, China, France, Germany, India, Ireland, Italy, Netherlands, New Zealand, Philippines, South Africa, Spain, UK, USA, Vietnam Standard International call rates see link on website

***Promotional pricing for nbn™ runs for first 12 months of service and will revert back to the full price in month 13 of your plan. This promotion is available for new customers only who haven't signed up with Click Broadband on any other promotional offers. All prices quoted are inclusive of GST.