



Convergecom NBN

Critical Information Summary

Information about the Service

Service Description

The Convergecom NBN Plan is an internet service provided over the National Broadband Network (nbn™) and is available in NBN enabled areas.

Minimum Contract Term

24 Months

Standard Installation Requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc. GST). Where the additional work is required to connect your NBN service is more than a standard professional installation, you may be charged an additional fee. In such cases, Convergecom or NBN Co will provide any additional installation charges with you before the work being completed for you to approve. A 240-volt power supply may be required. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up a NBN Fibre Business service, you will not be able to move back to a copper service

Key Details

The Convergecom NBN Plan includes Unlimited GB data with Interface speeds up to 100Mbps download and 40Mbps upload. Your data allowance includes uploads and downloads. For FTTB & FTTN customers, until your service is connected, we are unable to confirm your maximum attainable speed.

Information about Pricing

Minimum Monthly Access Fee

\$160 ex GST

Early Termination Fee

Pro-rata - Monthly Spend x Number Months remaining in term.

Billing

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

Customer Service

If you have any questions regarding your plan, technical support or service please call us on 1300 664 453.

Full Terms

Information and pricing is correct at the time of printing. All pricing is exclusive of GST. For any information regarding your usage or terms of service, please contact our support team on 1300 664 453.

Complaints or Disputes Process

If you have a problem or complaint about your service please call us on 1300 664 453 or visit www.convergecom.com.au/legal/customer-terms for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au