

## Critical Information Summary for your nbn™ TC-2 Enterprise Data Plan (Regional 2)

### Information about the service

#### Service Description

The Goodtel nbn™ TC-2 Enterprise Plan is an internet service provided over the National Broadband Network (nbn™) using the NBN Traffic Class 2 Enterprise Grade technology. This is available in nbn™ enabled areas.

#### Hardware Requirement

You will require an nbn™ compatible modem/router for this service.

#### Key Details

This service is provided on a 12, 24 or 36 month contract.

Your nbn™ TC-2 Enterprise Plan includes unlimited data with interface speeds of 10Mbps, 20Mbps, 40Mbps or 100Mbps download and upload and Enhanced Service Level Agreements (SLAs).

\*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 internal network factors. This can include the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

#### Standard Installation Requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. 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 (modem delivery charge)

Data Speed	Monthly Price	Min Cost (12 m*)	Min Cost (24 m*)	Min Cost (36 m*)
10M/10M	\$550	\$7,160	\$13,509	\$19,800
20M/20M	\$830	\$10,520	\$20,229	\$29,880
40M/40M	\$1,250	\$15,560	\$30,309	\$45,000
100M/100M	\$2,000	\$24,560	\$48,309	\$72,000

\* Minimum costs include any applicable installation charge.

#### Installation Charges

An installation charge will apply on 12 and 24 month contract options. This charge is \$550 on 12 months and \$299 on 24 months. There is no installation charge on the 36 month option. 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. A postage and handling charge of \$10.00 applies per device.

#### Early Termination Charge

If you cancel the service within the contracted term, an Early Termination Fees (ETF) will apply. The ETF is calculated as the number of months remaining x the monthly access price.

#### Relocation of Service

If you need to relocate the nbn™ TC-2 service – NBN classify this as a disconnection of the original service, and connection of a new service at the new address. As such all Early Termination Fees apply. We recommend careful consideration about the best contract length of contract for your business situation.

## Other Information

### Usage Information

A spend management tool is available to all Goodtel customers free of charge via the Self Serve portal at: <https://goodtel.onlineaccount.com.au/Account/Login>

### Service Details

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

### 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.

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.

### Direct debit and email bills

All accounts with Goodtel must be setup on direct debit from either a bank account or credit card. If your account is NOT set up on direct debit your service may be suspended until a direct debit is in place. Goodtel delivers all bills via email and does not provide an option for printed bills.

### We're here to help

If you have any questions, just call us on 1800 114 663 so we can serve you better. Or you can visit us at [www.goodtel.com.au](http://www.goodtel.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.goodtel.com.au/policies](http://www.goodtel.com.au/policies) and clicking on '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/>

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