Plant Communications Pty Ltd
U19, 114 Merrindale Drive,
Croydon VIC 3130
www.plantcomms.com.au

NBN Broadband

Critical Information Summary

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises

	NBN 25/10	NBN 50/20	NBN 100/40	NBN 250/100	NBN 500/200	NBN 1000/50	NBN 1000/400	NBN 2000/100	NBN 2000/500
Unlimited Minimum/Maximum Monthly Charge	$77.00	$103.00	$115.00	$115.00	$134.00	$139.00	$184.00	$184.00	$265.00
Typical Business Download Speeds (9am - 5pm)	24Mbps	49Mbps	99Mbps	248Mbps	497Mbps	875Mbps	875Mbps	1600Mbps	1600Mbps
Typical Business Upload Speeds (9am - 5pm)	8Mbps	16Mbps	33Mbps	84Mbps	169Mbps	33Mbps	339Mbps	84Mbps	339Mbps
Early Termination Charge	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Minimum Term (Months)	1	1	1	1	1	1	1	1	1

INFORMATION ABOUT THE SERVICE

Plant Communications Pty Ltd ("PlantComms") NBN Broadband service uses nbn® infrastructure (e.g. Fibre To The Premises) to deliver broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table above.

SERVICE AVAILABILITY

These services are available anywhere that nbn® has been rolled out - for more details you can visit https://www.nbnco.com.au/learn/rolloutmap.

WHAT DO I NEED TO ACCESS THE SERVICE?

• Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.

• You will also need an NBN-ready modem/router

• FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

Important note for FTTN and FTTC customers:

• Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.

• You may find that all the phone sockets within your premises are disabled

WHAT IS INCLUDED?

Features of this service include:

• 1 x Dynamic IP address

MINIMUM TERM

This service is month-to-month with no fixed term.

CANCELLATION POLICY

You must give a minimum of 30 days' notice to cancel your service. A notice of cancellation must be in writing either via email to billing@plantcomms.com.au or mail addressed to Plant Communications.

EARLY TERMINATION CHARGE

There are no Early Termination Charge ("ETC") for a NBN Broadband service. The total minimum amount you will pay is 1 x Maximum Monthly charge as per the above table for the service, any applicable Service Connection Fees, and the value of call charges consumed during the billing period.

If you have purchased additional hardware such as a Modem on a Monthly Repayment Option (MRO), cancelling within the contract term period will also trigger early repayment of the hardware.

QUALIFICATIONS

Please note that this service may be restricted and/or cancelled if:

• You fail to pay your bill.

• You are abusive to our staff,

• You breach our terms and conditions or our fair use policy, available at.

www.plantcomms.com.au.

NEW DEVELOPMENT FEE

The nbn® may charge a $300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

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NBN Uplift

All Fibre Uplift products must be for a minimum 12-month period at the Minimum Speed Plan or higher speed. At the end of the period the service will switch to the equivalent Fixed Line service with a 0-Month contract.

A Fibre Uplift Contract Break Fee of $220 will apply to services downgraded, disconnected, or churned during this period.

BILLING

Your service is invoiced on the same date each month (e.g., 1st day of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

Payment Options

Payment by Direct Debit from a bank account does not incur additional fees or charges. Additional charges apply for other payment methods. For details, see your invoice and our Schedule of Fees & Charges on our website at www.plantcomms.com.au

CHANGES TO YOUR PLAN

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.

PlantComms reserves the right to amend plan pricing at any time, including but not limited to variations required to align with NBN Co standard wholesale price increases. PlantComms will provide 30 days' written notice of any fee changes. If you do not agree to the price variation, you may terminate the service without penalty prior to the change taking effect.

COMPLAINT HANDLING

If for some reason you are not satisfied with our services, please let us know so that we can do our best to resolve it. Complaints should be made in writing by emailing support@plantcomms.com.au.
View our Complaint Handling Policy at www.plantcomms.com.au.

TELECOMMUNICATION INDUSTRY OMBUDSMAN

If you are still not satisfied with the outcome of your complaint, you can seek assistance from the Telecommunications Industry Ombudsman ("TIO") for independent mediation. The TIO will only investigate complaints if you have already attempted to resolve your issue with PlantComms by following the process already outlined.

The TIO can be contacted by calling 1800 062 058 or visiting www.tio.com.au/making-a-complaint.

WE ARE HERE FOR YOU

If you have any questions relating to your services from PlantComms, or to speak to someone about your plan or to obtain a full copy of the Critical Information Summary, please use the contact details for our Customer Service Team as provided below.

PLANTCOMMS CUSTOMER SERVICE

Phone: 03 9872 2970
Email: helpdesk@plantcomms.com.au
Web: www.plantcomms.com.au

ABOUT

This Critical Information Summary is a summary only.

Visit www.plantcomms.com.au to view PlantComms full General Terms and Standard Service Terms.