



Our Community Broadband Pty Ltd
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 AUSTRALIA
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CRITICAL INFORMATION SUMMARY – BUSINESS PLANS

All services are contracted for 24 months from the date of installation

Description of the service - Broadband

Our Community Broadband offers a fast and reliable fixed wireless broadband service providing a high speed internet connection (wireless DSL). This connection is delivered over our wireless network infrastructure using an innovative technology that has no need of a phone line, or the use of fixed wired services. The service will be provisioned to deliver a variety of line speeds (download/upload line speeds).

Description of the service - Voice

Our Community Broadband offers a business grade robust hosted phone system solution using the Broadsoft software platform. This product gives small to medium business access to Voip Over Internet Protocol (VoIP) technology previously only available to large corporations. "Our Hosted PBX application delivers reliable business telephony features from HD voice and video to transfer and conference to call park and call pickup as a starting point. More advanced features include hunt groups, auto-attendant, executive/assistant, hoteling, and the list goes on. If there is a telephony feature that is part of your business process, rest assured that we have it." ref Broadsoft 2016

Information about pricing – Broadband Business Grade Service – Unlimited Data

Plan Name	Typical Plan Speed (Mbps Download/ Upload)	Inclusions	Price /mth	Min cost 24 mths *excl installation
Spark Business Broadband Plan	20/10 Mbps	Static IP Unlimited Data	\$149.50	\$3588.00
Spark Talk Business Broadband & VoIP Bundle	20/10 Mbps	Static IP Unlimited Data 1 x Handset Yealink T42S cordless handset (Unlimited local national and Aust Mobile calls included)	\$184.50	\$4428.00
Boost Business Broadband Plan	50/20 Mbps	Static IP Unlimited Data	\$299.00	\$7176.00
Ultra Business Broadband Plan Avail: Maroochydore, Mooloolaba & Noosa Heads only	100/50 Mbps	Static IP Unlimited Data	\$499.00	\$11976.00
Additional Handset & call bundle	<i>T42S cordless handset</i>	<i>Incl. Unlimited local national and Aust. Mobile calls</i>	<i>\$35.00 each</i>	<i>\$840.00</i>

The Installation

The **broadband** installation to your property will require the permission of the building owner. The installation involves building a pole on the roof up to 3m in height, where an antenna will be cabled inside to the router which we provide and configure as an NTU. Our broadband service is not available in all locations. Please discuss with your OCB team contact if it is available at your address. If higher bandwidths are required, please discuss with your OCB team contact.

Other costs:

Service	Fee	Description
IT Concierge service	Request Quote	OCB Internet service will present as an NTU in the form of a 10 port Mikrotik router. From there, it is the responsibility of the client to configure their local network and integrate into the NTU. If you do not have an IT contact to undertake this work, OCB can offer this service. Please request a quote if this is the case.
Broadband Installation*	From \$548.90	A standard installation will cost \$548.90. The installation includes a 10 port router cabled to a roof pole to 3m with antenna. This is inclusive of all stated equipment and labour. A new quote will be provided if there are height access restrictions or extensive cabling requirements.
Plan change		There is no additional charge to upgrade a plan during a contract term or on a month to month basis. Plans cannot be downgraded during a contract term.
Additional ports / switch	TBA	Please request a quotation from the office for any additional ports or switches required.
Fax Line	\$15.00 / mth	24 Month contract applies to this service
VoIP Installation	Request Quote	For a multi handset, complicated VoIP set-up, please request a quote for OCB to undertake this work and train your staff on the VoIP cloud platform

Information about VoIP

Calls to 13 and 1300 numbers: 35c /min - *Calls are charged in 1 second increments.* VoIP phones are SELF INSTALL. Please request a quotation if you require additional equipment and our technical to install your phone system. Please see individual international call costs online. A standard VoIP License offers numerous features including; hunt Group, three-way consultation & do not disturb.

Payment terms

To book an installation we will require a signed contract and the completion of a direct debit. When you have signed off the installation as complete, you will be billed for the set-up charges. The subscription charges will be pro-rated and be included in the invoice in the following month. Billing will then be by direct debit on the 1st of the month— a month in advance for fixed monthly charges, and a month in arrears for any call charges. Cancellation fees are available on request. Should your payment be late, you will be charged a \$15.00 admin fee. After your contract is expired, 30 days notice is required to terminate your service. Any bank charges incurred will be passed onto the customer. Payments made by Visa or Mastercard will incur a 1.69% bank fee. Failed transactions from a bank account or credit card will charged at \$4.40.

Customer Support

If you require assistance with your service, please contact us on (07) 5322 5380 or email us at info@ourcommunitybroadband.com.au

Complaints resolution

If you are not satisfied with the outcome of your customer support request and wish to make a complaint, please email us at customercare@ourcommunitybroadband.com.au. For more information, please refer to our complaints handling policy online. If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or online at www.tio.com.au/making-a-complaint.

Note:

*This document is current as at 15 May 2019 and is subject to change without notice. **All prices quoted exclude G.S.T** and in AUD. This document is a summary only. Full terms and conditions for these services are available on our Standard Form of Agreement - www.ourcommunitybroadband.com.au/downloads*

ABN: 39 298 170 33