



Our Community Broadband Pty Ltd
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CRITICAL INFORMATION SUMMARY NBN PRIME Business BROADBAND

Description of the service

OCB's NBN Prime service is the ultimate in data connectivity – providing an enterprise grade broadband connection.

Available exclusively to OCB, this service provides businesses with a robust, fast and dedicated connection to the internet. You are not sharing your service with other users, ensuring your service is always operating at the speed of your plan. No slow-downs during peak periods deliver the optimum in productivity for your customers and staff.

Please check with the OCB team to confirm that this service is available at your location.

Information about pricing – NBN Prime:

Plan Name	Plan Speed (Mbps Download/ Upload)	Inclusions	Set-up Fee	Price /mth	Min cost 24 mths *excl set up
NBN Prime Business 50	50/20 Mbps	Static IP Unlimited Data Voip capable Router	\$200.00	\$199.00	\$4776.00
NBN Prime Business 100	100/40 Mbps	Static IP Unlimited Data Voip capable Router	\$350.00	\$360.00	\$8640.00

Other costs:

Service	Fee	Description
Set-up Fee Business 50	\$199.00	Fee of \$10 for booking the service payable before order is placed. The balance of \$189.00 is payable when the NBN technician has completed your installation
Set-up Fee Business 100	\$350.00	Fee of \$10 for booking the service payable before order is placed. The balance of \$340.00 is payable when the NBN technician has completed your installation
Plan change	\$200.00	There is a charge to upgrade a plan during a contract term or on a month to month basis. Plans cannot be downgraded during a contract term.

Payment terms:

1. To order this service, you will be required to complete a contract and provide your direct debit details.
2. Upon payment of the \$10.00 booking fee your service will be ordered.
3. An technician will contact you to arrange a suitable time to complete your installation.
4. When the installation is complete, you will be billed for the remaining amount of the set-up fee. The subscription charges will be pro-rated and included in the invoice in the following month.
5. Billing will be by direct debit on the 1st of the month— a month in advance for fixed monthly charges.

If you cancel your service within the contracted period, you will be required to pay out the remaining value of the contract. After your contract is expired, 90 days notice is required to terminate your service.

A late payment fee of \$15.00 will be levied if your payment is more than 14 days late.

The following bank charges incurred will be added to your invoice following the payment being processed. 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 July 2019 and is subject to change without notice. **All prices quoted exclude G.S.T** and are in AUD. This document is a summary only. All products have a minimum contract term of 24 months.*

Full terms and conditions for these services are available on our Standard Form of Agreement which can be viewed online: www.ourcommunitybroadband.com.au/downloads

ABN: 39 298 170 33