



NBN PLANS

Critical Information Summary

INFORMATION ABOUT THIS SERVICE

CCTS Business NBN plans are an internet service delivered over the National Broadband Network (NBN).

BUNDLING REQUIREMENTS

CCTS Business NBN plans do not depend on a bundling arrangement with other services and do not require you to take any telecommunications goods as part of the plan.

MINIMUM TERM

A minimum term of 24 months applies to all CCTS Business NBN plans. CCTS may withdraw a Business NBN plan at any time with 30 days' notice. Once your minimum term no longer applies you are welcome to cancel your service by providing CCTS with 30 days' notice in written form.

EARLY TERMINATION CHARGE

If the service is terminated before the minimum contract term of 24 months has expired an early termination charge may apply, calculated as:

- the monthly recurring charge multiplied by the number of months, or part thereof, between the date of termination and the end of the minimum period; and
- any rebates, credits, refunds or discounts (including but not limited to any waiver of port-in credits), provided to you in respect of the service.

WHAT'S INCLUDED

The monthly recurring charge includes unlimited download and upload data allowance each month. No excess data charges are applicable.

CCTS Fair Use Policy applies.

WHAT'S EXCLUDED

Any Service used in breach of the CCTS Fair Use Policy is an Excluded Service.



BILLING

CCTS invoice your service on the same day each month. CCTS bill in advance for the minimum monthly recurring charge and in arrears for calls excluded from the minimum monthly recurring charge.

INFORMATION ABOUT PRICING

CCTS can supply NBN services to locations determined by NBN Co. Not all locations can be serviced by NBN so you must check with CCTS to ensure your area is serviceable. CCTS can assist with all your hardware needs where required, additional costs may be incurred for hardware.

You will require an NBN compatible modem in order to use a CCTS Business NBN service. This plan does not include a modem, however you are welcome to supply your own modem but the management, responsibility and configuration of this device will be up to you. If you wish to purchase a pre-configured modem from CCTS we can supply as a one time upfront cost.

The following CCTS Business NBN plans are available:

- NBN 100/40: \$99 per month
- NBN 50/20: \$89 per month
- NBN 25/5: \$79 per month

MONTHLY MINIMUM CHARGES

A monthly recurring charge is applicable to all CCTS Business NBN plans each month, irrespective of whether the service is used in that month.

ADDITIONAL CHARGES

Any changes to this plan may incur additional charges so please check with your CCTS account manager in order to confirm before requesting any modifications.

CCTS HELPDESK CONTACT DETAILS

The CCTS helpdesk team can be contacted by either calling 1800 244 244 or by emailing service@ccts.com.au.

OTHER INFORMATION

We take customer satisfaction very seriously. If you have a complaint in relation to our handling of your personal information, we will endeavour to handle it promptly and fairly. Please follow the processes in our Complaint Handling



Policy to lodge a complaint. If you wish to refer your complaint to the TIO, you can do so by calling 1800 062 058 or by logging your complaint at www.tio.com.au.

All prices listed are inclusive of GST.

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