

NBN Broadband Plans

Critical Information Summary – Sure Communications Australia – Version 210501



SureBusiness Broadband	Sure NBN 12	Sure NBN 25	Sure NBN 50	Sure NBN 100
Monthly Charge	\$59	\$69	\$79	\$99
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
NBN Speed <i>Download / Upload</i>	12/1 Mbps	25/5 Mbps	50/20 Mbps	100/40 Mbps
Standard Modem**	\$5 per month over 24 months – Total \$120			
Self-Installation	\$0	\$0	\$0	\$0
Static IP	Yes	Yes	Yes	Yes
Technical Support	Australian Call Centre!			
Professional Options				
Netcomm 1901 Business grade Modem <i>Supports 4G Failover, Sim Card & Plan Required</i>	\$299	\$299	\$299	\$299
Professional Install Onsite tech – up to 2hrs.	\$330	\$330	\$330	\$330

Information about the service

Contract length

Month to Month. There is no fixed contract term.

Billing

Your bill will be emailed to you on the 28th of each month and be due on the 15th of the following month. You can pay your bill via direct debit, online or by using financial services such as B-Pay.

Manage your service online

There's a range of online tools to help you to easily manage your services. These tools help you view and pay your bill online, monitor your usage, and more. For more information please www.surecommunications.com.au and click on the "My Account" button.

**Hardware

We will provide you with a Standard Modem for \$5 per month over 24 Months. If you choose to cancel your service within 24 months, we will charge you for balance owing on modem. Alternatively, you can choose to purchase our Business Grade Modem with 4G fail over. A modem charge of \$299 will appear on your first or second bill.

Excess data

If you exceed your monthly fixed broadband data allowance your service will be Throttle and your speed will slow down to 256Kbps download. Alternatively, you can keep your speed and pay an extra \$2.20 per GB.

Installation

When you choose "self-installation" the new service will be "tagged" at you MDF or NBN Network Termination Unit. You are responsible for connecting your modem and other hardware to the service.

When you choose professional install, a Technician will book a time with you to attend onsite. The technician will connect your modem to the broadband service, set up the modem as required and connect the modem to your local Network.

Broadband speeds

Broadband speeds vary due to a number of factors, including, type of technology available at your address, any Speed Boost you may have purchased, network capacity, set up at your site (such as location of your modem and how the internet is used in your premise), whether your device is connected by Wi-Fi rather than Ethernet cable FTTB/FTTC/FTTN services, actual speed eligibility will be confirmed following activation.

Mobile broadband Fail-Over service (Netcomm 1901 modem only)

Only for customers that have purchased the Business Grade Netcomm NL 1901 Modem, If there is an outage of your Broadband service, you will still have access to the internet via the mobile broadband back up service. The mobile broadband back up sim card may Throttle your download speed to 1.5Mbps when more the 5GB of data is downloaded in a single month.

Other charges

In addition to the monthly charge, you may be charged for the following connection and installation charges:

Professional Installation - Cabling	Professional installation does not cover cabling, if you require cabling to be done at your premise as a result on connecting the Modem to your existing network a quotation will be provided before work is commenced.
Nonstandard Installation	Separate charges apply for non-standard installations such as PABX or complex phone service ie more than 4 phone outlets on the same phone line or if the phone line is used for a back to base alarm system.
NEW NBN Connections	NBN co. charges \$300 for first-time connections in a new development. We'll let you know if this applies to you and include it on your first bill.
Late fee	A \$15 late fee may be charged to your next bill when an account is paid late.

Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

Complaints

If there's something you're not happy with and you wish to make a complaint, call us on **1300 787 200**, if you are still unhappy with the outcome you can visit www.surecommunications.com.au and request a call back from the CEO.

We like to make every attempt to resolve any issue, but if you believe we have still failed you, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit www.tio.com.au/about-us/contact-us if you'd like an independent investigation.