

Standard Speed nbn™

Critical Information Summary Commbank 30% discount for 12 months

Information about the Service

SERVICE DESCRIPTION

The More nbn™ Standard Speed Unlimited Plan is an internet service provided over the National Broadband Network and is available in nbn™ enabled areas and is only available to residential users, it is not suitable for business use.

MANDATORY COMPONENTS

You will require an nbn™ compatible modem/router for this service. We can supply one for a one-off fee if required. Please check our website for current pricing. You can choose to BYO your own modem, but it must be compatible with your nbn™ technology type. You must be capable of configuring your BYO device yourself. We will only be able to provide limited 'best effort' support for your own BYO device.

You must be a Commbank customer and use your Commbank credit or debit card as your monthly payment method.

KEY DETAILS

This service has a no lock-in contract, and you are free to cancel at any time. It has a 1-month minimum term.

The NBN broadband plan that you have ordered is on our STANDARD SPEED. This is provided on the nbn 25/10 speed tier.

*Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. See the Broadband Speeds section below for further information.

All More plans are subject to the More Fair Use Policy, which can be seen on our [website](#).

STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point on your premise.

A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up an nbn™ service, you will not be able to move back to a copper service.

Information about pricing

MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

Typical Evening Speed	25Mbps
Upload Speed	10Mbps
Included Data	Unlimited
Monthly charge	\$46.20 for the first 12 months, then \$66/mth
Minimum Charge (1 month plan)	\$66.00

INSTALLATION CHARGES

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. If nbn™ Co deems your property to be a new development, the nbn™ New Development charge of \$300 inc GST will apply.

ORDER CANCELLATION POLICY

If after ordering your NBN service you wish to cancel due to a change of mind, no refund will be provided if your order is in progress with the Carrier.

Your order will be deemed as 'in progress once you have received notification by email that your order has been submitted to our Carrier.

PROMOTIONAL PRICING

This plan comes with a promotional monthly discount of 30% off the minimum monthly charge for the first 12 months for eligible CommBank customers who sign up for a new More nbn™ plan by 31 December 2022. The promotional discount will be applied to the first 12 months of billing, after which time the price reverts to the minimum monthly charge.

The promotional discount does not apply to any additional services, hardware, non-standard installation costs outside the minimum monthly charge. The promotional discount only applies to CommBank customers who sign up using a CommBank credit or debit card and maintain this as their ongoing payment method.

The promotional discount can only be applied to a maximum of 2 nbn™ plans on an account.

Other Information

USAGE INFORMATION

You can monitor your usage at [More Portal](#) or by calling us on 1800 733 368

SERVICE DETAILS

This More nbn™ service is provided using the nbn™ network. More is responsible for the service to you (the Consumer) and is not affiliated or related to nbn™ Co.

BILLING

We will bill you in advance for the minimum monthly charge. When signing up online your first month of charges will be billed in advance. This upfront payment will be applied to your first monthly bill.

It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Paper Bill Fee: \$2.95

Bounced Payment Fee: \$11.00

Late Payment Fee: \$22.00

IMPORTANT: Billing for your nbn™ service will commence from the day that the nbn™ activation is completed by nbn™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$22.00 will apply. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

14-day NBN trial

If you are not completely satisfied with your More NBN service, you are free to cancel within the first 14 days and receive a full refund of your plan fee. We will not refund the cost of any modem that you have purchased from us. Modems are yours to keep, are unlocked and can be used with an alternative provider or technology type. For full details, please see our [14-day NBN trial terms and conditions](#).

BROADBAND SPEEDS

The actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premise and the type/source of content being downloaded. nbn™ services provided using Fixed Wireless/FTTB/FTTC or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan we will inform you and offer to move you to a lower speed tier and refund any money that you have paid for the higher speed tier.

If you are not satisfied with the broadband speeds that you can achieve on your nbn™ service, we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend improving your speeds. If this does not improve things, we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier.

WE ARE HERE TO HELP

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at <https://www.more.com.au/> for additional information, including to access information about your usage of the service.

SPEND MANAGEMENT

A spend management tool is available to all More customers free of charge via the [Member portal](#).

For instructions on how to access the member portal please check out the relevant article on our [knowledge base](#).

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [Policies | More™](#) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of July 2022.