

Critical Information Summary

For your Business nbn® plan Information about the service

nbn® Plan	Fast	Fast Plus	Superfast**	Superfast Plus**	Ultrafast**	Ultrafast Plus**
Typical Business Download (↓) and Upload (↑) Speeds *	95Mbps ↓ 17Mbps ↑	95Mbps ↓ 34Mbps ↑	200Mbps ↓ 21Mbps ↑	200Mbps ↓ 85Mbps ↑	Unavailable~	350Mbps ↓ 340Mbps ↑
nbn® Speed Tier *	100/20	100/40	250/25	250/100	500/200	1000/400
Included Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$94.00	\$99.00	\$115.00	\$179.00	\$299	\$419
Minimum Charge (24-month contract only) inc. hardware delivery charge	\$2,270.95	\$2,390.95	\$2,774.95	\$4,310.95	\$7,190.95	\$10,070.95

* Typical Business Download and Upload Speeds are measured between 8am and 6pm. nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speed section below for further information.

** The Superfast plan is only available on FTTP and some HFC connection types. The Superfast Plus, Ultrafast and Ultrafast Plus plans are only available on FTTP. Please ensure you use our [website](#) address-checking tool to establish if this plan is available to you.

~ This is a new plan. We therefore do not currently have enough data to provide average sampled evening download and upload speeds. When this data is available, we will update our website and CIS to include this information.

Service Description

A More nbn® Unlimited Business Plan is an internet service provided over the National Broadband Network and is available in nbn® enabled areas. A static IP address is included with this service.

Key Details

This service is provided on a 24-month contract or 1-month contract.

You can cancel your service by submitting a cancellation request any time up until 5pm on the last day of the billing period for that service. However, Early Termination Fees will apply if you terminate a 24-month contract before the end of your contract term. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date.

Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of each month.

All More Business nbn® plans include unlimited data, but are subject to the More Fair Use Policy on our [website](#).

Mandatory Components

You will require an nbn® compatible modem/router for this service. A router is provided at no additional cost as part of a 24-month plan. You can choose to BYO modem, but it must be compatible with your nbn® technology type.

Standard Installation Requirements

Standard Installation is included with your plan. 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.

Non-standard Connection Charges

If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of \$300 inc GST will apply.

Hardware Charge

An nbn® ready device is provided at no additional charge as part of the cost of your plan if you choose a 24-month contract. A postage and handling charge of \$14.95 applies per device.

Early termination charge

If you select a 24-month contract and then cancel your service within that 24-month contract term:

- Early Termination Fees (ETF) will apply. The ETF is \$220 per nbn[®] service. There may be some instances where this does not apply, please read 'Broadband Speeds' section below.
- If hardware has been provided as part of your plan, this must be returned to More. A \$149.95 hardware non-return fee will apply per device if the hardware is not returned within 30 days of your service being cancelled.

Other information

Usage management

Monitor and manage your usage through the [Self Care portal](#) or by calling us on 1800 733 368.

Spend management

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

Service details and coverage

This More nbn[®] service is provided using the nbn[®] network. More is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Billing

We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on the date that your first More service was activated. It is free to receive your monthly bill online via the [Self Care Portal](#) or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the [Customer Portal](#); or
- by contacting Customer Service.

Important: Billing for your nbn[®] service will commence from the day that the nbn[®] activation is completed by NBN Co. 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.

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Paper Bill Fee: \$3.50 (available on request only)

Late Payment Fee: \$22.00

Bounced Payment Fee: \$11.00

Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place.

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 applies.

Broadband Speeds

The actual speeds you will receive may vary due to a number of factors such as the number of end-users on 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 or uploaded.

nbn[®] services provided using FTTB, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to precisely determine the maximum speed that you will be able to achieve until your service is connected.

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. We may be able to recommend troubleshooting to improve your speeds. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you, offer to move you to a lower speed tier, and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

We Are Here to Help

If you have any questions, call us on 1800 733 368 or visit our website <https://www.more.com.au/>

Complaints

If you have any concerns or complaints, access our complaint resolution process at [more.com.au/policies](https://www.more.com.au/policies) (click 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. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our [website](#).