

## nbn™ Standard Speed unlimited nbn™ data

### Critical Information Summary for your NBN™ Standard Speed unlimited data plan

#### 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.

##### 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. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. In the case of nbn™ connections delivered using FTTN (fibre to the node) technology the distance you are from the node will affect maximum available speeds. 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	\$66.00
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.

## 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.

### ADDITIONAL ACCOUNT FEES

The following account fees apply:

Non-direct debit fee: \$3.50

Bounced/failed direct debit fee: \$10.00

Paper Bill Fee: \$2.95

### LATE PAYMENT FEE

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15 + gst 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.

**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.

### 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. We are unable to attain

your maximum possible speeds using FTTN or NBN Wireless technology until you are 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. 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.

### 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.

### 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.

### 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/>

### SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at [More Portal](#)

For instructions on how to access the member portal please check out the relevant article on our knowledge base at [Help & FAQs | More™](#)

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