Critical Information Summary for your business nbn® plan

Information about the service

nbn® Plan	Business Fast	Business Fast Max	Business Superfast^	Business Ultrafast^	Business Ultrafast Plus^
Typical Business Download (↓) and Upload (↑) speeds*	100Mbps ↓ 34Mbps ↑	500Mbps ↓ 42.5Mbps ↑	250Mbps ↓ 85Mbps ↑	500Mbps ↓ 170Mbps ↑	700Mbps ↓ 340Mbps ↑
nbn® Speed Tier*	100/40	500/50	250/100	500/200	1000/400
Included Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Enhanced SLA	No	No	Yes	Yes	Yes
Min Monthly Charge	$110	$110	$120	$170	$180
Min. Charge (24-mth contract only) inc. modem delivery fee	$2654.95	$2654.95	$2894.95	$4,094.95	$4334.95
Plan Early Termination Fee	$13 x months remaining of contract				

* 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 Business Superfast (750/50), Business Ultrafast (500/200), and Business Ultrafast Plus (1000/400) plans are only available on FTTP connection types. Please use our website address-checking tool to establish if this plan is available to you. The Superfast (250/25) and Ultrafast (1000/50) are only available to business customers on HFC connection types.

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, an Early Termination Fee will apply if you terminate a 24-month contract before the end of your contract term (see table above). 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.

Hardware

You require an nbn® compatible modem/router to use this service. An nbn® router is provided at no additional cost as part of a 24-month plan. The model of router supplied with a 24-month plan is at More's discretion – see website for details of current available model. Alternatively, you can purchase a different router from us at the time of sign up at the price set out on our website. A delivery charge of $14.95 applies per hardware item (whether included with your plan or purchased separately). 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 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.

Early termination charge

If you select a 24-month contract and then cancel your service before the end of that period, Early Termination Fees (ETF) will apply – see table above for ETF amount. There may be some instances where this does not apply, please read 'Broadband Speeds' section below.

Enhanced SLA for fault rectification

Eligible business nbn® plans with an FTTC or HFC connection type purchased after 1pm on 9/09/24 will receive enhanced SLA for fault rectification included as part of your monthly

plan fee. This feature provides the below reasonable efforts nbn® fault rectification times commencing from the time an issue has been accepted by NBN Co:

- 4 hrs for urban areas and other areas where NBN attendance is not required;
- 18 hrs for major rural area and minor rural area where NBN attendance is required; and
- 32 hrs for remote areas where NBN attendance is required.

Important: Before raising a fault issue with NBN Co, More will attempt to troubleshoot and resolve your issue. Time taken for us to assist and raise your issue with NBN Co is not included in the above enhanced SLA timeframes.

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 (if account not paid in full within 5 days after due date)
Bounced Payment Fee: $11.00
Visa/Mastercard surcharge: 1% / Amex surcharge: 2%

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 www.more.com.au/business

Complaints

If you have any concerns or complaints, access our complaint resolution process at 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.