NBN
BROADBAND

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

Bold NBN Broadband provides asymmetrical high speed internet access via the National Broadband Network. The service comes with a static IP address and unlimited data allowance each month.

SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will deliver your service to the Network Boundary Point at your premises. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. NBN Co may charge a $300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. If you choose to install a second service at the same premises, you will be charged $297. Please contact our Customer Care Team for further information.

HARDWARE REQUIREMENT

You will require a suitable NBN compatible modem/router for the service to work. If required, we can supply you with the required hardware at an additional cost. Please contact us on **1300 951 854** for further information.

IMPORTANT CONDITIONS REGARDING SPEED

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 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 away from the node will affect maximum available speeds.

MINIMUM TERM

Minimum term is 1 month.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEES

	NBN BIZ 50	NBN BIZ 100	NBN BIZ 500	NBN BIZ 1000
ACCESS	$110/Mth	$125/Mth	$125/Mth	$145/Mth
INCLUDED DATA *	Unlimited	Unlimited	Unlimited	Unlimited
MAX DOWNLOAD	50MB	100MB	500MB	1000MB
TYPICAL BH SPEED **	48MB	96MB	243MB	600MB
MAX UPLOAD	20MB	40MB	50MB	100MB
SET UP	$0	$0	$0	$0
TERM	1 Month	1 Month	1 Month	1 Month

*Subject to Bold Media's Acceptable Use Policy. **Typical BH (business hours) speed measures network speed to customer premises based on results from Measuring Broadband Australia. It is not a measure of customers' received in-premises speed.

SET UP FEES and MINIMUM TOTALCOST

There are no set-up fees.

Minimum total cost is $110 on the NBN Biz 50 plan.

SERVICE AVAILABILITY

The service is subject to NBN availability at your premises. To check availability please contact our Customer Service Team on **1300 951 854**.

CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period which commences on the 1st day of every month.

EARLY TERMINATION CHARGE

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled or transferred.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is inclusive of GST. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit **www.boldmediagroup.com.au/policies-legal**

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Bold Media will commence the connection process. Connection timeframes may vary upon the type of connection required. Bold Media will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 951 854**.

BILLING

Bold Media will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Bold Media's standard method for bill delivery is email. Paper billing is available for a monthly fee of $5. To opt in to paper billing, please contact our Customer Service Team on **1300 951 854.**

PAYMENT METHOD

Bold Media accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACTUS

Bold Media is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit **www.boldmediagroup.com.au/compliments-and-complaints**

If you are still not satisfied with the steps taken by Bold Media to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Bold Media and is an option of last resort. You can contact the TIO by visiting ***www.tio.com.au*** or by calling ***1800 062 058***.

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