

Critical Information Summary

| Plan | Plan 100GB | Plan 250GB | Plan 500GB | Plan Unlimited |
|--|------------|--|------------|----------------|
| Monthly included allowance | 100GB | 250GB | 500GB | Unlimited |
| Minimum monthly charge 24 Months | \$80 | \$85 | \$90 | \$100 |
| Minimum charge for entire term 24 Months | \$1920 | \$2040 | \$2160 | \$2400 |
| All Prices quoted are inclusive of GST | | 1 megabyte of Data used within Australia cost \$0.25 | | |

Information about the service

The Service:

Our Business DSL post-paid service offers fast speed internet access with a static IP address and a monthly included data allowance. You can choose to have your speed reduced (shaped) to 256kbps once you use up all of your included allowance or you can continue using the service at the same speed and pay excess data charges.

Bundling:

You must have a dedicated phone line for this service to work. The monthly charge does not include phone line rental but we can provide a service that includes phone line rental at an additional cost. Please contact us for further information.

Mandatory components:

You will need a modem/router for this service to work. The monthly charge does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Connection speeds of up to 20Mbps/1Mbps are available at selected exchanges where ADSL2+ is available and up to 8Mbps/384kbps at all remaining ADSL enabled exchanges. Fast churn fee of \$110 (ex GST) applies for services churned from any provider who participates in the DSL/SSS transfer scheme.

All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

Actual speeds you receive may vary due to a number of factors such as distance from the exchange, the network connectivity to the exchange, your equipment, software, and Internet traffic.

Information about pricing

Minimum monthly charge:

Please refer to the table above for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur in an Early Termination Fee of \$150.00 (ex GST).

Unit Pricing Information:

Please refer to table below for unit pricing information.

Unit Pricing Information:

| Plan | Plan 100GB | Plan 250GB | Plan 500GB | Plan Unlimited |
|---|------------|------------|------------|----------------|
| Excess data charges (when service is not speed-shaped) | \$4/GB | \$4/GB | \$4/GB | N/A |

1 megabyte of Data used within Australia cost \$0.25

Hardware:

We will provide you with a NCTS Smart Modem™ that is compatible with your new service. NCTS will provide support your modem for the full term of the contract.

Usage information:

You can monitor your usage at www.ncts.com.au

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 1300 420 354 or by sending an email to support@ncts.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.