

# Critical Information Summary

## Countrytell nbn™ up to 25/5 Business Voice Access

<b>Service Summary:</b> Countrytell's nbn™ 25/5 Business Voice Access service is delivered via the National Broadband Network using FTTP, FTTB, FTTN, FTTC and Fixed Wireless technology to the network boundary point of your premises. The service has restricted Internet access to Countrytell SIP and Hosted PBX services.	<b>Minimum monthly Charge:</b> <b>Maximum monthly Charge:</b> <b>Early termination Max Charge:</b> <b>Minimum term applicable:</b>	\$75.00 ex GST \$75.00 ex GST \$1,050 ex GST 12 month
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### Service Availability

The service is available in nbn™ enabled areas only, or where nbn™ advises nbn™ connections will be available within three months. [Check your location coverage here.](#)

### Minimum Term

The service is provided on 12 or 24-month contract terms. Service can be cancelled with 30 day's notice (early termination fees applies). See minimum total cost applicable to each plan in the Information about Pricing section. Services continue a month by month basis at the end of the contract term.

### Information about Pricing

All prices throughout this document are Ex GST unless indicated otherwise

Plan	nbn™ speed Tier	Included Data	Monthly Charge	Total Min. Charge (12 Month Contract)	Total Min. Charge (24 Month Contract)
<b>Voice BI25-V</b>	25	Unlimited	\$75.00	\$1,050.00	\$1,800.00

- Minimum total fee is calculated as (Monthly Charge x Contract Term) + Activation Fee
- All prices are excluding GST

### nbn™ Broadband Speeds

- Speeds are offered on an up to basis, that is the maximum connection speed available.
- The actual speeds for the service may vary due to a range of factors and may be slower than the maximum connection speeds. Factors include demand on the network, local conditions, Internet traffic, line condition, type of connection, hardware and software or the data being transferred.
- Typical Evening Download Speed is measured between 7PM and 11PM
- Devices connected via WiFi may experience slower speeds than those connected via an Ethernet cable.
- If the maximum speed ordered is not available, we will reduce the plan to the next available speed tier
- All plans include unlimited data, there is no shaping or restrictions, fair usage policy applies
- **NOTE:** This service has access restrictions to Countrytell SIP and Hosted PBX Services only

### Installation and Activation

Service	Details	Charge (12 Month Contract)	Charge (24 Month Contract)
<b>Countrytell nbn™ Business Internet</b>	Activation Fee	\$150 – ex GST	\$0

- Standard installation is included in the applicable plan activation fee
- A new development connection fee of \$300 inc GST may be charged by nbn™ If this is the case we will notify you and bill you accordingly.

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### Cancellation and Contract Break

Contract Break Fees	0-12 Months	13-24 Months
12 Month Contract	Balance of months remaining x Monthly Charge	N/A
24 Month Contract	Balance of months remaining to 12 months x Monthly Charge + \$150 – ex GST	3 months x Monthly Charge

- Service can be cancelled with 30 day's notice

### Equipment Required

You will need a VDSL capable router to use this service. You can provide your own router or Countrytell can supply a suitable device at additional cost as detailed below. The price includes shipping.

Manufacturer	Model	Features	Cost
TP-Link	VR500v	Ethernet Capable WiFi Enabled	\$150

### Invoicing Information

Countrytell issues monthly invoices by default which are due for payment within 10 business days of being issued. For customers paying by credit card your card will be debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY where you have an established credit history with us.

### Order Acceptance Criteria

Federal Government laws require all customers applying for a residential service are subjected to a credit assessment where a product has a term greater than 1 month and a total aggregate minimum charge greater than \$1000 ex GST;

- New clients will be subjected to a credit assessment based on information provided at time of order application, and an external credit check
- Existing client's payment history will be checked

### Contact us

You can contact Countrytell Customer Service for support and billing enquire via 02 9191 4600 or 13 TELL (13 8355) or emailing [support@countrytell.com.au](mailto:support@countrytell.com.au) or via our website.

### Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously.

If you have any issues that you do not believe have been dealt with properly, please contact us [support@countrytell.com.au](mailto:support@countrytell.com.au) or download our complaints handling process from our website.

### Telecommunications Industry Ombudsman (TIO)

If you are still dissatisfied with how we address your concerns, you can contact the Telecommunications Industry Ombudsman for independent opinion. The TIO can be contacted by calling 1800 062 058 or TIO Website

### Other Information

Further Information on; Fair Use Policy, Financial Hardship Policy, Complaints Handling Process Summary, Privacy Policy, Billing and Payments Information, Credit Reporting Policy, Credit Management Policy, and Standard Form of Agreement can be found on the Countrytell Website [www.countrytell.com.au/legal-information](http://www.countrytell.com.au/legal-information)