

Information about the Service

Service Description

Countrytell's nbn™ Business Internet 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.

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, 24 or 36 month contract term. Service can be cancelled with 30 days notice (early termination fess apply). See minimum total cost applicable to each plan in the Information about Pricing section. Services continue on a month by month basis at the end of the contract term.

nbn™ Speeds

Typical Evening Download Speed is measured between 7PM and 11PM. The actual speeds for the service may vary due to a range of factors and may be slower than the maximum nbn™ 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. Devices connected via WiFi may experience slower speeds than those connected via an Ethernet cable.

New Development Charges

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.

Equipment Required

You will need an Ethernet capable router for FTTP services, or a VDSL2 capable router for FTTN, FTTC and FTTB services. Countrytell can supply a suitable device at additional cost.

Inclusions

The Countrytell nbn™ Business Internet includes unlimited data on all plans.

Exclusions

Cabling in your premises beyond the network boundary point is at the cost and responsibility of the customer.

Plan Options

Countrytell offer services that provide unfettered Internet access (Business Internet) as well as services that have restricted Internet access to Countrytell SIP and Hosted PBX services (Business Internet Restricted Voice Access). For more information, see the Information about Pricing section.

Early Cancellation Fees

Early cancellation fee calculations for all terms: 30 days notice required

12 month contract

- monthly fee x remaining months

24 month contract

- If cancelled in Months 1 to 12: monthly fee x months remaining to 12 month term + the undiscounted setup fee
- If cancelled Months 13 to 24: the monthly fee x 3 month

36 month contract

- If cancelled in Months 1 to 12: monthly fee x months remaining to 12 month term + the undiscounted setup fee
- If cancelled Months 13 to 36: the monthly fee x 3 months

Upfront Fees ex GST

Setup fees discounted on 24 and 36 month terms.

- 12 month term \$150
- 24 month term \$0
- 36 month term \$0

Information about Pricing

	Business Internet Restricted Voice Access		Business Internet		
	Voice 12	Voice 25	BI25	BI50	BI100
nbn™ speed Tier	12	25	25	50	100
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Excess Usage	N/A	N/A	N/A	N/A	N/A
Access Type	Internet	Internet	Internet	Internet	Internet
Access Restrictions	Countrytell Voice Services	Countrytell Voice Services	N/A	N/A	N/A
Monthly Cost	\$65	\$75	\$85	\$100	\$110
Upfront Fees - 12 Month term	\$150	\$150	\$150	\$150	\$150
Upfront Fees - 24 & 36 Month term	\$0	\$0	\$0	\$0	\$0
Minimum Cost 12 month term	\$930	\$1,050	\$1,170	\$1,350	\$1,470
Minimum Cost 24 month term	\$930	\$1,050	\$1,170	\$1,350	\$1,470
Minimum Cost 36 month term	\$930	\$1,050	\$1,170	\$1,350	\$1,470

All prices are ex GST

Other Information

Information on how to contact us

We are here to give you the best customer experience possible.

Telephone: 02 9191 4600 or 13 TELL (13 8355)
 Email: customercare@countrytell.com.au

Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously we realise that this may not always happen.

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

Telecommunications Industry Ombudsman (TIO)

If you are still not happy with how we address your concerns you can contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/making-a-complaint