



## CRITICAL INFORMATION SUMMARY

### FlexCloud BUSINESS nbn™ PLATINUM Plan (No contract , 24 Months & 36 Months Term)

#### Service Description

FlexCloud Business nbn™ service is delivered via the National Broad Network (NBN™) using FTTP, FTTB, FTTN, FTTC or HFC technology to the network boundary point of your premises.

FlexCloud Business nbn™ Plan includes the following components

- nbn™ Broadband

The service is charged monthly in advance via Direct Debit. Non-Direct Debit fees of \$4.50 may apply.

#### NBN™ Speeds

Typical Business hours Download Speed is measured between 9am and 5pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by FlexCloud. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available.

#### Availability

FlexCloud Business nbn™ service is available at selected coverage areas and subject to infrastructure availability at customer's premises.

nbn™ Co New Development Charge: If your connection has been recognised by nbn™ as within the boundary of a new development, you will be charged \$300 Inc. GST. To check for availability, please use the address checker at <https://www.nbnco.com.au/>

#### Equipment Required

If you do not already have the required nbn™ infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be at the premises on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time. You need a nbn™ compatible modem to connect your devices to FlexCloud Business nbn™ Broadband service.

#### Battery Backup and Power Outages

Your nbn™ service does not include a battery backup. This means your household will be unable to access any internet and telephony services provided by nbn™ during a power outage. This includes making calls to emergency service numbers like 000. Please ensure you have alternate ways of making calls, such as a mobile phone.

#### Minimum Term & Early Termination Fees

The FlexCloud Business nbn™ Platinum plan supplied to the customer can be terminated by giving a 30 days' notice. On 24-month and 36-month contract term EFT (Early Termination fees) is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement. See Minimum Total Cost applicable to each term in the Information about Pricing section.

#### Information & Pricing

TERM	NO CONTRACT	24 MONTHS	36 MONTHS
Plan	Platinum	Platinum	Platinum
Max Download Connection Speed	50Mbps -100Mbps	50Mbps -100Mbps	50Mbps -100Mbps
Monthly Charge	\$149.00	\$139.00	\$129.00
Monthly Data Quota	UNLIMITED	UNLIMITED	UNLIMITED
Minimum Total Cost	\$399.00	\$3336.00	\$4644.00
Upfront Fees	\$250.00	\$0.00	\$0.00
Early Termination Charge	up to \$399.00	to \$1668.00	to \$2322.00
Change of Plan Fee	\$50.00 one off	\$50.00 one off	\$50.00 one off
Moving Business Fee	\$100.00 one off	\$100.00 one off	\$100.00 one off

#### Customer Service, Support & Billing Enquiries

Customer Service Email:  
**info@flexcloud.com.au**  
Phone: 1300 656 110 (Option 3)

Technical Support Email:  
**info@flexcloud.com.au**  
Phone: 1300 656 110 (Option 2)

#### Complaints Handling

If you have a dispute with FlexCloud and wish to make a complaint, please contact our complaint resolutions team, Email: **info@flexcloud.com.au**

#### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.