

SpringCom NBN Data Rate Card

Information about the Service

The SpringCom NBN Data Plan is a solution to provide you an internet and data service powered by the NBN service.

Hardware

SpringCom NBN Data Plan set-up fee includes a pre-programmed modem, which comes with a 12 month warranty.

Minimum Contract Term

Negotiable

Terms

Full terms are available at <http://www.springcom.com.au/customer-terms>

Information about Pricing

NBN Data Plan	Charges
Service Set Up Fee	Negotiable
Monthly Access inc. static IP	Negotiable
Data Allowance	Negotiable
Speed Profile [UpTo]	Negotiable

Early Termination, Cancellation & Relocation

- If the service is within contract, an early termination fee of the monthly plan cost times the number of remaining months in the contract.
- A 30 day cancellation fee (total minimum monthly cost of service) applies from service cancellation date (The day we accept your cancellation request).
- If you wish to relocate the service to another premises a \$ 150.00 relocation fee will apply plus any applicable connection charges required at the new premises

Key Details

- The SpringCom NBN Plan includes (Negotiable) data.

Payment Methods

Payment by Direct Debit from a bank account is free of surcharges.

A payment processing fee of 1% applies to VISA/MasterCard and a fee 3% applies to American Express payments
A late-payment fee of \$19.95 may be applied to overdue accounts, subject to SpringCom's discretion.

Email Billing

SpringCom is committed to reducing our environmental footprint and our standard method for bill delivery is via email. Paper bills are available upon request at a charge of \$2.95 per month.

Contact Us

We are dedicated to excellence in servicing our business customers. If you have any questions regarding your service, call our Customer Service team on 1300 857 194 9am - 5pm AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.SpringCom.com/ complaint

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

Signature of Acceptance:

Customer Name

Signature

Date

NBN Connection Charges & Timeframes

A charge may apply to connect your NBN service if there is not already one present and/or depending upon the type of connection required. The timeframe required to connect your NBN service will depend on the type of connection required. For details, please visit https://www.springcom.com.au/wp-content/uploads/pdfs/our_customer_terms_business.pdf.

Other Information

NBN New Development Charge

The Australian Government have released a policy regarding charges for building new telecommunications infrastructure in development areas. Previously nbn™ were responsible for meeting the cost of providing fibre to new developments, however, this new policy stipulates the cost will now be passed onto both the developers and actual households that are being connected.

As of 1st April 2016, nbn™ will implement a \$300.00 charge for all connections made in areas they have identified as within the boundary of a new development. If you are in a greenfield or new development area, as determined by nbn™, and want to get connected to the nbn™ network, then the \$300.00 fee will apply.