

CRITICAL INFORMATION SUMMARY

Accord nbn™ plans

Information about the Service

Accord's nbn™ plans deliver broadband internet connectivity via nbn Co's fibre networks (FTTP, FTTB, FTTN or HFC) to the Network Boundary Point of your premises. The Accord nbn™ service is a consumer grade service, and while able to be used for business use, should not be used for mission critical purposes. The Accord nbn™ service is invoiced monthly.

Service availability

The installation address for the service must be in an area serviced by nbn Co's fibre network. Availability of the service can be confirmed at www.accordconnect.com.au or by contacting Accord Customer Service on 1300 017 150 (Monday to Friday, 8am–8pm AEST).

Installation

New Development Fee: If your premises is in a new development that is not already connected to nbn Co's network, nbn Co may charge \$300 (including GST) to connect your premises to its network. If applicable, we will bill that charge to you.

Standard installation is included. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to Accord's Standard Form of Agreement at www.accordconnect.com.au.

Equipment required

You must have an nbn™ compatible modem for this service. Accord offers a choice of nbn™ compatible modems for this service. These modems are Wi-Fi enabled and will allow a connection to any wireless devices in your home.

The manufacturer's warranty period begins from the date of purchase and is as follows:

Hardware	Manufacturer warranty period ¹
Netcomm NF18ACV	12 months
TP Link VR500V	36 months
NetComm NF10WV	12 months

You can also choose to supply your own nbn™ compatible modem. Please note that although we endeavour to support as many hardware configurations as possible, we may only be able to provide limited technical support if you supply your own modem.

Minimum contract term

Accord's nbn™ fibre service is subject to a 12 month contract term. This is an agreement to supply the service to you at the address supplied by you in your application. If you relocate, Accord may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

Information about pricing

There are three speed choices available for Accord's nbn™ plans. Payments can be made via credit card or using an Officeworks 30 Day Business Account.

Plan name ²	Monthly cost (including GST)	Minimum total cost for 12 Months (including GST)	Data allowance
Accord Standard nbn™	\$69.00	\$828.00	Unlimited
Accord Fast nbn™	\$79.00	\$948.00	Unlimited
Accord Ultra Fast nbn™	\$89.00	\$1068.00	Unlimited

Other charges in relation to your nbn™ service are as follows:

Contract type	Setup fee (including GST)	Early termination charge (including GST)
12 months	Nil	\$110.00

1. The Australian Consumer Law protects consumers by giving them certain guarantees when they buy goods and services. These are known as "Consumer Guarantees". For further information, please refer to the [Australian Competition and Consumer Commission website](http://www.accc.gov.au).

2. Regardless of the nbn™ technology type connected at your address, the actual speed of your service will often be slower than the maximum line speed. During peak evening periods of 7pm-10pm you can expect to have typical download speeds of 20.9 Mbps on the Standard service; 43.6 Mbps on the Fast service and 80 Mbps on the Ultra Fast service. Service speeds will vary due to a range of factors including congestion on the nbn™ network, especially during busy periods, type of modem, number of devices connected to the network, source of data, the technology connection to your home and your location.

Other information

Full terms

This information is a summary only. Visit www.accordconnect.com.au for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

Usage information

You can obtain information on your broadband usage by visiting www.accordconnect.com.au or by contacting customer support via 1300 017 150 (Monday to Friday, 8am–8pm AEST).

Customer service contact details

You can contact Accord Customer Support for support or billing assistance via 1300 017 150 (Monday to Friday, 8am–8pm AEST), or by email at support@accordconnect.com.au.

Dispute resolution process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at www.accordconnect.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 dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.