

DESCRIPTION ABOUT THIS SERVICE

Accord’s Unlimited nbn™ data plans deliver broadband internet connectivity via the nbn™ network to the Network Boundary Point of your premises. The Unlimited nbn™ data plans are designed for residential customers and domestic users and should not be used primarily for public, business or commercial use. The Unlimited nbn™ data plan is invoiced on a monthly billing cycle.

Plan Name	Unlimited Accord Standard nbn™	Unlimited Accord Fast nbn™	Unlimited Super Fast nbn™	Unlimited Ultra Fast nbn™
Min. Monthly Charge (inc. GST)	\$60	\$70	\$80	\$90
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Min. Contract Term	1 Month	1 Month	1 Month	1 Month
Early Termination Fee	N/A	N/A	N/A	N/A
Typical Evening Download / Upload Speed ¹	22/4 Mbps	48/17 Mbps	95/17 Mbps	95/34 Mbps
nbn™ Speed Tier Max Upload Speed ¹	2-5 Mbps	10-20 Mbps	10-20 Mbps	20-40 Mbps

Bundling: You don’t have to bundle this service unless you wish to bundle Voice services with your NBN Service.

Service Availability

The nbn™ Service is not available in all areas or to all premises. Availability is subject to a service qualification check which will be performed when you request to sign-up. The technology used to deliver the nbn™ Service will depend on the connection between your premises and the nbn™ Network which includes: (1) Fibre to the Premises(‘FTTP’); (2) Fibre to the Node (‘FTTN’); (3) Fibre to the Building (‘FTTB’); (4) Hybrid Fibre Coaxial(‘HFC’); (5) Fibre to the Curb (FTTC).

Installation

Standard installation is included. Accord do not offer Non-standard installations or professional installations.

If advised by nbn™ that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. You must be over the age of 18 to have Accord nbn™ installed. If you are the owner of the property you must provide consent for nbn™ to install the nbn™ Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

About Plan Speeds

¹Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Accord does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. WIFI connected devices may have slower speeds than Ethernet connected devices.

Further information on the speed of your service is available here <https://www.accordconnect.com.au/pdf/nbn-key-facts-sheet.pdf>

Equipment Required

You must have an nbn™ compatible modem for this service.

Accord offers a choice of nbn™ compatible modems, as set out below. Each modem is Wi-Fi enabled and will allow connection to Wi-Fi compatible devices in your home. The manufacturer's warranty period begins from the date of purchase and is as follows:

Hardware	Cost (Inc GST)	Delivery Fee (Inc GST)	Warranty Period
ZTE H1600	\$121	N/A	24 months

NBN charges - New Development Fee

This \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fees, Cancelled appointment fees, Subsequent installation fees and No Fault Found fees may apply to you in certain circumstances.

Payments

Payments can only be made via direct debit from your credit card or via an Officeworks 30 Day Business Account.

Early Termination Fees

Accord nbn plans are supplied on month to month plans. Customers are permitted to terminate the acquisition of the Service at any time, but you will forfeit any prepayments already made.

OTHER INFORMATION**Full Terms**

This information is a summary only. Visit [here](#) for our Standard Form of Agreement which sets out the full terms and conditions on which we provide our products and services.

Billing Information

You will receive your bill notification via email and your bills will be available online via My Account. Your minimum monthly charge plus any applicable additional charges will be debited from your nominated payment method as per the due date on the bill.

You will be billed on a recurring monthly basis until you notify us you wish to cancel. We require 30 days notice if you wish to cancel your service.

Usage Information

Customers can obtain information on their usage by visiting My Account [here](#) or by contacting customer support on 1300 017 150.

Customer Support Contact Details

You can contact Accord Customer Support for Support or Billing assistance via 1300 017 150.

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 [here](#).

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following our Dispute Resolution 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 <https://www.tio.com.au/making-a-complaint>

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, please visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>