



Information about the Service

SERVICE DESCRIPTION

The Key Telecom NBN Unlimited data, Phone Bundle provides your business with a state of the art office phone and an unlimited NBN data service. Additional phones can be added to this plan. The phones use the Internet to make and receive calls.

HARDWARE

You will be supplied with a minimum of 1 NBN ready phone and an NBN modem. If you cancel your service the hardware must be returned to us within 30 days otherwise a non-return fee will apply. If you wish to purchase the hardware outright after 24 months a charge of \$95 per item of hardware will apply.

KEY DETAILS

This bundle plan is provided on a 24 month contract.

Your NBN service includes unlimited NBN data and has typical business hour speeds of 92Mbps.

*Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Your NBN Phone Service allows you to make and receive phone calls. The plan included unlimited local and national calls within Australia and free calls between other Key Telecom NBN Business Phone Services. Other calls and optional value added services and any other equipment are charged in addition to your Monthly Access Fee.

This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. The service will not function in the event of a power failure. Priority assistance is not available on this service.

STANDARD INSTALLATION REQUIREMENTS

An Internet service with a minimum of 100kbps/100kbps per concurrent call is required for a key Telecom NBN Phone Service to work. The NBN service provided in this plan is more than capable of providing the necessary minimum speeds however other activity on your local network may affect call quality. You can upgrade your NBN speed if you require additional bandwidth on your local network.

You are required to install the handset(s) supplied as part of your Key Telecom NBN Phone System Bundle plan. This includes any associated cabling, configuration or your network and any routers and/or switches within your network to allow the IP handsets to work.

Installation options can be arranged at an additional charge. For more information please speak to our customer service team on 1300 174 637.

Standard connection to the NBN is included in this plan. Any non-standard installations may attract additional charges. If your property is deemed part of a greenfield development a \$400 charge will apply for connection to the NBN.

For more information about different internet technologies and to determine what is right for you please contact us <https://www.keyintegration.com.au/contact-us/>

Information about pricing

| BUNDLE PLAN | 1 PHONE BUNDLE |
|---|----------------|
| Contract term | 24 months |
| Monthly access fee | \$194.95 |
| Minimum total cost (inc \$20.00 per hardware item delivery) | \$4,698.80 |

EARLY TERMINATION CHARGE

If you cancel the service within a 24 month contract term, Early Termination Fees (ETF) will apply per service. The ETF is calculated as \$320 per service (this plan includes 2 services). There are instances where this may not apply – please see ‘BROADBAND SPEEDS’ section below.

CALL RATES

| STANDARD CALL TYPE | CALL RATE |
|--|--------------|
| Local calls | Unlimited * |
| National calls | Unlimited * |
| Calls to mobile | 35c per min |
| Calls to 13/1300 | 54c per call |
| Inter-office calls on Key Telecom NBN business plans | Unlimited * |

* This service is not available for resale or high volume telemarketing purposes. Timed calls are charged in 60 second increments.

CALLS TO INTERNATIONAL NUMBERS

Calls to Key Telecom's top 10 international destinations are charged at 20c per 30 seconds with a first minute minimum charge of 30c. Different rates apply to call other international numbers. All international calls are charged in 30 second increments. For all international call rates, see <https://www.keyintegration.com.au/>

ADDITIONAL ADD-ONS TO THE PLAN

Additional NBN ready handsets can be added to this plan for \$44.90 per month per handset with no upfront handset cost. Total cost over 24 months is \$1,097.60 (inc \$20.00 delivery).

Unlimited calls to mobile phones in Australia can be added to this plan for \$35 per month per handset. Total cost over 24 months per handset for this add on is \$840.

Other Information

DIRECTORY LISTING

If you don't want your name, address or phone number printed in the White Pages® or any other directory product, you can opt for no directory listing.

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$4.95 applies to printed bills.

BROADBAND SPEEDS

Actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. We are unable to attain your maximum possible speeds using FTTN or NBN Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your NBN service we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend to improve your speeds. If this does not improve things we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 24-month contract without early termination penalty. We will require any supplied modem and handset to be returned to us at:

PO Box 746 Cherrybrook NSW 2126 Australia.
hardware non-return fee.

WE ARE HERE TO HELP

If you have any questions, just call us on 1300 174 637 so we can serve you better. Or you can visit us at <https://www.keyintegration.com.au/> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <https://www.keyintegration.com.au/legal/> and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

SPEND MANAGEMENT

A spend management tool is available to all Key Telecom customers free of charge via the member portal please contact us on 1300 174 637 for instructions on how to access the member portal.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of August 2019.

