Critical information Summary – Call Central Business nbn™

1300 788 869

support@callcentral.com.au

ABN: 35 155 859 340

Information about the service

The nbn™ network is a high-performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. This service is only available within an nbn™ Fixed Line service area. Unless your premises is already connected, you will need to be connected to the nbn™ network. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Requirements and availability

nbn™ fixed line services are available to addresses that have been confirmed as ready for service by nbn co, and which are designated as in nbn™ fixed line service delivery areas. The technologies that are used to deliver these services are: FTTN, FTTP, FTTC, FTTB, HFC. You can check your address by contacting Call Central Sales on 1300 788 869 (option 1).

Bundling and hardware

This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Installation

Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Setup fee

nbn™ fixed line services have $0 activation (New Development Fee may apply, see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. $0 activation excludes any applicable “Special Linkage Charges” required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, nbn™ new development fee.

nbn co new development fee

This is a $300 fee charged by nbn™ for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Minimum term 1 month.

You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

Termination fee

You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated.

Plan Options

Data allowance	Speed Tier	Typical Evening Speed	Monthly Charge	Upfront Cost	Total Minimum cost for one month of service
Unlimited	50/20 Mbps	44 Mpbs	$79	$79	$79
Unlimited	100/40 Mbps	90 Mbps	$109	$109	$109
Unlimited	250/100 Mbps	TBA*†	$199	$199	$199
Unlimited	500/200 Mbps	TBA*†	$299	$299	$299
Unlimited	1000/400 Mbps	TBA*†	$399	$399	$399

* We are not yet able to provide accurate typical evening speed information for these plans as they have been recently introduced, and we will update this as soon as possible. We expect at least a minimum speed of 90Mbps. † FTTP only.

- Prices inclusive of GST

Self installation

Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service

A fee for service may be charged for any works conducted by us or third party access providers to resolve a service fault where the fault is not found to be on our or our third party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third party providers.

Connection speed

We quote two speeds for our services: Theoretical Maximum Speed and Typical Evening Speed. Theoretical Maximum Speed is the highest speed the service could theoretically achieve in ideal conditions. Typical Evening Speed, also called Typical Peak Speed is the typical speed achieved by customers subscribed to this service at peak times (7pm11pm Mon-Fri). These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), number of other users on the network and performance of third-party interconnecting infrastructure that are not operated by Swoop. Speeds may be slower when devices are connected by WiFi.

SLA

Our business services are provided with a Service Level Agreement which includes priority support. For more information see our Service Level Agreement Policy available at our Company Policies page.

Priority Assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

Changing Plan

Please contact Call Central Business through your Account Manager or on the above number should you wish to change your plan. Note plan changes may incur additional charges.

Acceptable Use Policy

You must comply with our Acceptable Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

Customer Service

Please visit Our Website if you have any questions about this service. If you would like to talk to our technical support about our services or your connection, please call us on 1300 788 869. Business support is available from 9am to 5pm Monday to Friday.

Complaints or disputes

If you have a problem or complaint about your service, visit Company Policies page where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the TIO Website.

Discounts & promotions

This summary does not reflect any discounts or promotions that may apply from time to time. It also does not reflect any additional services that you select whilst you have this plan.

Telecommunications Consumer Protections (TCP) Code

Telecommunications Consumer Protections (TCP) code. Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.