

Critical Information Summary

For your Business Fibre 1000 plan Information about the service

Plan Type	24-month contract (with upfront install charge)	24-month contract (no upfront install charge)	36-month contract (no upfront install charge)	48-month contract (no upfront install charge)
Min. Monthly Charge (inc GST)	\$1,098.90	\$1,428.90	\$878.90	\$878.90
Installation Charge (inc GST)	\$2,198.90	N/A	N/A	N/A
Total Min. Contract Charge (inc. install charges, if any)	\$28,472.50	\$34,293.60	\$31,640.40	\$42,187.20
Included Data*	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Term	24 months	24 months	36 months	48 months
Order Withdrawal Fee (prior to service activation)	If you terminate your order for your Business Fibre service prior to activation: <ul style="list-style-type: none"> after we notify you that your order has been accepted by us but before installation has started, you will be charged a \$400 order withdrawal fee; or after build work has commenced to install your service, you will be charged a \$4,000 order withdrawal fee. 			
Early Termination Fee (all plans)	If you terminate your Business Fibre service after activation but before the end of your contract, you must pay 100% of the minimum monthly charges for the remaining portion of your minimum term.			
Relocation Fee	If we approve the relocation of your Business Fibre service to another eligible, approved premises, you must pay a Relocation Fee of \$4,000.			

* Subject to the [More Telecom Fair Use Policy](#) available on our website.

Service Description

A Business Fibre 1000 plan provides a symmetrical fibre-optic connection with 1000Mbps upload and download speeds. It includes unlimited internet provided over the National Broadband Network. Business Fibre plans are only available at approved premises in nbn® enabled areas. Your address must be pre-qualified before a formal quotation can be provided. A static IP address is included with this service. Order withdrawal fees apply if you cancel an accepted order for your service prior to activation (see table above).

Key Details

This service is provided on a 24-month, 36-month or 48-month minimum term contract. You can cancel your service by submitting a cancellation request any time up until 5pm on the last day of the billing period for that service. However, Early Termination Fees apply if you terminate your service after activation but before the end of your minimum contract term. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a

refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date.

Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of each month.

All More Business Fibre plans include unlimited data but are subject to the More Fair Use Policy on our [website](#).

Mandatory Components

You'll need a compatible router at your premises. You can choose to purchase a router from us, or you can BYO your own compatible router. Charges for hardware you buy from us are as set out on our website at the time of purchase. In either case, you are responsible for installing, configuring and managing your router at your premises (either yourself or using a third-party outsourced IT provider).

Standard Installation Requirements

Standard installation is either included with your plan or provided at the additional charged in the table above. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up a Business Fibre plan provided over the nbn®, you will not be able to move back to a copper service.

If non-standard installation is necessary, additional charges may apply. You will receive a quote for any non-standard installation charges based on your premises pre-qualification and we will not proceed with non-standard installation unless you agree to accept these charges.

Early termination charge

If you cancel your service after activation but before the end of your contract, an Early Termination Fee applies which is equal to 100% of the value of your minimum monthly charges for your plan for the remaining portion of your minimum term.

Order withdrawal fees apply if you cancel an accepted order for your service prior to activation (see table above).

Other information

Usage management

Monitor and manage your usage through the [Self Care portal](#) or by calling us on 1800 733 368.

Spend management

A spend management tool is available to all More customers free of charge via the [Self Care portal](#).

Service details and coverage

This More Fibre service is provided using the nbn® network. More is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Billing

We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on the date that your first More service was activated. It is free to receive your monthly bill online via the [Self Care Portal](#) or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the [Customer Portal](#); or
- by contacting Customer Service.

Important: Billing for your service will commence from the day that service activation is completed by NBN Co.

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Paper Bill Fee: \$3.50 (available on request only)

Late Payment Fee: \$22.00

Bounced Payment Fee: \$11.00

Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place.

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$22 applies.

Broadband Speeds

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at www.commsalliance.com.au/BE.

We Are Here to Help

If you have any questions, call us on 1800 733 368 or visit our website <https://www.more.com.au/>

Complaints

If you have any concerns or complaints, access our complaint resolution process at more.com.au/policies (click 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/>

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page of our [website](#).