

# AXECOM CIS – CRITICAL INFORMATION SUMMARY

**PRODUCT: UNLIMITED – ENDLESS NBN & ENDLESS VOICE – (FTTN, FTTP, FTTB, HFC)**

## DESCRIPTION ABOUT THE SERVICE

Axecom's NBN Service delivers high-speed broadband Internet over the National Broadband Network's (NBN) Fibre Optic, Hybrid Fibre Coaxial, Copper Infrastructure to the Network Boundary Point at your premises. Fibre services include Fibre-to-the-premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-basement (FTTB) and Hybrid Fibre Coaxial (HFC).

## NBN SPEEDS

The actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. The Standard speed option has a maximum download line speed of up to 12Mbps and maximum upload line speed of up to 1Mbps. The Endless25 speed option has a maximum download line speed of up to 25Mbps and maximum upload line speed of up to 5Mbps. The Endless50 speed option has a maximum download line speed of up to 50Mbps and a maximum upload line speed of up to 20Mbps. The Endless100 speed option has a maximum download line speed of up to 100Mbps and a maximum upload line speed of up to 40Mbps.

## HARDWARE

4 port NBN modem with 2 voice ports is provided free of charge by Axecom. Any cabling that is required in your premises beyond the Network boundary point is the client responsibility.

## MINIMUM CONTRACT TERM

The service is available with a minimum term of 24 months.

## KEY DETAILS

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms – see our website
- Early termination fees apply (see below)
- A onetime setup fee of \$99.95 INC GST applies
- To qualify for this plan you must be the legal leasee
- If you wish to add a Voice plan to your NBN Service then additional Phone Plan fees per month will apply.
- Once of Charge to port your phones number, \$15.00 In GST ( If required)
- Any increase or decrease in plan speeds (Including endless Max Plan) requires 30 days notice and incurs a one of fee of \$10.00
- Postage & handling charge of \$19.95 per device if a modem is required.

## INFORMATION ABOUT PRICING



## MONTHLY ACCESS FEE

PLAN NAME	MONTHLY INCLUDED DATA	MONTHLY CHARGE	TOTAL MINIMUM COST
Endless Basic	UNLIMITED	\$69.95	\$1778.75
Endless Boost	UNLIMITED	\$79.95	\$2018.75
Endless Boost Plus	UNLIMITED	\$89.95	\$2258.75
Endless Max	UNLIMITED	\$119.95	\$2978.75

## ADDITIONAL FEES

The below fees are applicable when signing up to an NBN plan and are included in the Total Minimum Cost

SERVICE	DETAILS	CHARGE
NBN Connection	Set-up and Activation Fee	\$99.95

### Voice Line Endless Max

At Axecom, there is one plans for Voice on the NBN. The plan includes all your line, Local, National calls, calls to mobiles plus your top 10 International call. Endless plans – unlimited Voice & Data

Plan Name	Inclusions	Amount P/Month
Voice Endless Max	Line rental, Local, National & Calls to Mobiles Plus top 10 International countries	\$19.95

## INTERNATIONAL TOP 10 – ABROAD10

Canada – China – Germany – France – New Zealand – Hong Kong – Malaysia – Singapore – United Kingdom – USA  
All other countries, please click on the link: [www.axecom.com.au/international](http://www.axecom.com.au/international)

## FTTN (FIBRE TO THE NODE) CUSTOMERS

If your connection address is using the FTTN Network and you are using an existing Telephone line, then no extra charges apply. If you a new telephone line is required then a once off amount is pasted on to the end user form the NBN organisations, \$300 fee will Apply in addition to the standard Set Up Fee.



## EARLY TERMINATION FEES

Should you choose to cancel your service within the contract term and out of the 10-business day cooling off period and early termination fee (ETF) of \$280.00 applies for the NBN data Plans, Voice plans have no ETF.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of printing. All pricing is inclusive of GST.

This information is a summary only. Please visit [www.axecom.com.au/standardformofagreement](http://www.axecom.com.au/standardformofagreement) for our Standard Form of Agreement, Fair Use and Acceptable Use Policy, which set out terms and conditions on which we provide our products and services.

### PAYMENT METHOD

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

### NON- DIRECT DEBIT FEE

A \$4.95 fee will be charged each month if you choose not to pay our service by direct debit. To set up direct debit please call our staff on 1300 81 67 67

### PAPER INVOICE FEE

A \$4.95 paper invoice fee will be charged monthly if you choose to receive a paper bill

### LATE PAYMENT FEE

A \$19.95 fee will be charged in the event the account is not paid by the due date.

## CONTACT US

At Axecom we are committed to a highest standard of customer care. If you have any queries or problems please contact us by way of the one of the options below:

**Phone: 1300 81 67 67**

**Email: [customercare@axecom.com.au](mailto:customercare@axecom.com.au)**

Online: [www.axecom.com.au](http://www.axecom.com.au)

PO Box 1326 St.Kilda VIC 3182

Office Hours: 8am-6pm AEST Monday-Friday

If for some reason you are not happy with the service received regarding your complaint please inform us of your issues. You can access our internal dispute process through our customer care contact points above and a summary of our complaint handling process is at : [www.axecom.com.au/complaints](http://www.axecom.com.au/complaints)

If you are still not satisfied with the steps taken to resolve your complaint you can see assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will investigate complaints If you have already attempted to resolve your issue with Axecom. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 06 058

