

C2AINTERNET.COM.AU PTY LTD

T/AS c2a.com.au

Critical Information Summary

NBN Broadband plans explained

Information About The Service

The service:

C2A NBN Broadband uses the existing NBN infrastructure to deliver Broadband for both residential and business purposes. This service can be delivered Fibre to the Node (FTTN), Fibre to the Premise (FTTP) or Fibre to the Building (FTTB).

Bundling:

There is no bundling required with this plan

Initial installation/connection Charges:

No installation charge for Modem, if more than 5 devices are required to be configured we may charge a \$99 install fee. If additional cabling or replacement of sockets are required will quote customer before proceeding.

Mandatory components:

NBN Broadband Services:- An NBN modem is required, this can be sold by c2a or customer can BYO unlocked broadband modem.

Minimum term:

NBN Plans:- Minimum 24 Month agreement or \$10 per month for every month short of the 24 month term.

Important conditions:

The C2A NBN service is dependant on the NBN infrastructure available at each individual location. Speeds quoted on NBN Plans may not always be achievable in certain locations. To check the technology available at your location please go to www.nbnco.com.au or call us on 1300 820 320 to find out if you can be connected to this service at your location.

Information About Pricing

Maximum monthly charge:

Plan	1 Month	24 months
C2A NBN Unlimited 50/20 Plan	\$79.95 per month	\$1918.80
C2A NBN Unlimited 100/40 Plan	\$99.95 per month	\$2398.80

Other Information:

Early termination charges:

NBN Broadband \$10 a month for every month short of 24 months

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 820 320 or by sending an email to info@c2a.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.
Summary valid as of 7 October 2021.