



Account details

Business name *

Account holder name *

Account number *

NBN service address

NBN location ID (if known)

Office unit / level / floor number

Street number *

Street name *

Suburb *

State *

Postcode *

Site contact details

First name *

Last name *

Mobile number *

Email address *

Site Qualification

Pre-provisioning options:

New connection

Transfer existing connection

Current provider (if known)

NBN Equipment on site?

No NBN Equipment

NBN Equipment Present

Serial Number on the NBN device

Are there more than one tenant on the site (floors, suits, units, apartments, factories, etc.):

No, it is a single tenancy

Yes, multiple tenants are sharing the site

NBN service selection

Select service plan:

25 / 5 Mbps - \$79.95 p/month

50 / 20 Mbps - \$85.95 p/month

75 / 10 Mbps **Fixed Wireless** - 89.95 p/month

100 / 40 Mbps - \$119.95 p/month

250 / 100 Mbps - \$239.95 p/month

Select service delivery:

NBN network termination only - \$0.00 (requires your own router)

Modem/Router Brand

Modem/Router Model

Initials of account holder *:

Date *:

Agreement

I agree and understand the following:

BRACE Tech NBN does not support medical and security alarms.

BRACE Tech does not provide a backup battery option. You will need 3rd party UPS for service continuity during a power outage.

Where I am transferring a current service, it may impact other services if they are bundled by the current provider.

I may require a 3rd party electrician to rectify cabling within the property, MDF to tenancy or after the NBN network termination device.

I have approval from the landlord/building management for the installation of the service and NBN's access to the comms room/MDF.

If the address does not match NBNC^o™ database, a copy of proof of occupancy documentation will be required (e.g. lease agreement)

A connection fee of **\$0.00** per connection applies to all new NBN connections.

All prices on service order form and critical information summary are including GST.

- NBN connections come with unlimited data on a month-to-month rolling contract and a static IP address per NBN connection.
- Additional fees may apply to NBN connections and are outlined in the attached CIS.
- NBN services are available for partner accounts with a post-paid billing model only. Invoices are sent on the 1st of each month for the previous month's internet subscriptions, with 14-day payment terms. A security deposit, equivalent to one month's internet subscription is required to increase your existing credit limit.

Execution

Signature of account holder *

Date *

I am an authorised partner representative and the account holder. I agree to all commercial terms outlined in my executed wholesale terms and conditions, in addition to the wholesale NBN service order and wholesale NBN critical information summary attached. I confirm the NBN network is available at the service address entered on this order form.

Service Information

BRACE Tech's NBN service uses NBN Co infrastructure (e.g. Fibre to the premises, HFC, Fibre to the curb or Fibre to the node) to deliver internet to your premises. These services provide typical busy period download speeds listed for each plan in the table below. The service includes a static IP address.

FTTN and FTTC customers

- Your copper phone line will be taken over by the connection. This means that you need to transfer to a VoIP phone service or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled.
- We strongly recommend having a second line installed as a safety net for businesses during a changeover.
- FTTC customers require an NBN network connection device & HFC

will need an NBN network termination device provided free of charge by NBN Co.

Limitations & requirements

Actual speeds vary due to factors for example; access technology used by NBN Co, local infrastructure and network equipment, and the source and destination of internet content.

- We are not liable for damage caused by an installation from NBN Co.
- Provisioning times depend on the technology utilised by NBN Co and will be confirmed upon acceptance of the service order.
- Existing NBN services must have bundled numbers dissociated from your NBN service. Your current provider can confirm if you have any bundled services.
- An NBN-ready modem/router is required, BRACE Tech does not include a modem or router.
- The service requires NBN to have been rolled out - ask our support team or visit the NBN Co website [here](#).
- Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- It is your responsibility to arrange any relevant cabling through a licensed contractor.

Pricing & Billing Information

All pricing includes GST.



NBN plans	25/5 Mbps	50/20 Mbps	75/10 Mbps (fixed wireless only)	100/40 Mbps	250/100 Mbps
Monthly fee	\$79.95	\$85.95	\$89.95	\$119.95	\$249.95
Typical business speeds (9 am - 5 pm)	24 Mbps	48 Mbps	43 Mbps	97 Mbps	244 Mbps
Other possible once-off fees					
Order rescheduled by the customer, NBN Reversal				\$37.27	
No fault found (without attendance), restoration of disconnected service				\$85.45	
Late cancellation of site visit, missed appointment, incorrect callout				\$108.18	
After hours installation				\$230	
Late cancellation of site Visit (after hours), missed appointment (after hours)				290.90	
Co-ordinated appointment, late cancellation of coordinated appointment, missed appointment of coordinated appointment				\$300	
Subsequent installation				\$405.45 + \$POA labour and materials	
New development charge				\$400	
Coordinated appointment (after hours), late cancellation of coordinated appointment (after hours), missed appointment of coordinated appointment (after hours)				\$427.27	
Professional installation – FTTC, HFC or no fault found (with attendance)				\$POA (labour rate minimum 2 hours)	

Additional pricing information

Minimum term: one month. Additional charges are confirmed in writing before proceeding should they apply. No requirement to bundle anything with this service. No set-up fees, exit fees or early termination fees. 30 days written notice is required to cancel the service and must be emailed to: support@bracotech.com.au. If you choose to have a second line installed as a safety net for your business during a changeover, this will be at an additional cost.

Billing information

NBN services are only available for partner's billing accounts with post-paid billing. New NBN subscription services are charged to the account balance on a pro-rata basis from the service start date till the end of the month. After this, your monthly subscription is charged at the start of each month. Services unsubscribed during

a billing period are non-refundable. We recommend setting up automatic payments via our customer portal. Post-paid billing is available on request at the discretion of BRACE Tech We invoice you at the start of each month and provide 14-day payment terms. A security deposit equal to one month's usage is required; if subscriptions and call charges increase over time BRACE Tech may request an increased security deposit to extend your post-paid billing credit limit. After your order is received we invoice you for a security deposit for your post-paid NBN service. The invoice must be closed before the connection can be submitted upstream. Non-payment and service suspension charges apply. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and your new plan. If you wish to downgrade your plan, please note we do not pro-rata refund on plan downgrades.

Customer Service Information

Our Australian-based team can help you with technical support, account or sales questions. Give us a call at 1800 272 238, or email us at support@bracotech.com.au. Support hours are listed on our website.

Complaints

If you are unhappy with your service, you can follow our dispute resolution process by emailing us at complaints@bracotech.com.au

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first, we will do our best to resolve this on the first contact. If you wish to contact the TIO. You can reach them by phone at 1800 062 058, faxat 1800 630 614 or online [here](#).

This CIS is a summary only, valid as of March 2023. Contact BRACE Tech for further information or visit our [website](#) for full terms and conditions.

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