

United Chase Group

Trading name: Chase Telco **Website:** www.chasetelco.com.au

Phone: 1300 792 110

Critical Information Summary

Business NBN® — Essential Plan

Information current as at: 16/06/2023

CIS Version: V01

This Critical Information Summary ("CIS") is a summary only. The full terms and conditions applicable to the Services are contained in the applicable Standard Form of Agreement ("SFOA"), Order Form and any other agreement identified as applying to the relevant product, service, equipment or bundle.

IMPORTANT INFORMATION ABOUT BUNDLED SERVICES, EQUIPMENT AND CONTRACT TERMS

Where this offer is supplied as part of a **bundle**, the bundle may contain more than one product, service, equipment component or contractual arrangement.

Each component of the bundle may have its own:

- minimum contract term;
- monthly or periodic charge;
- equipment or device payment;
- lease, rental or finance obligation;
- setup or installation charge;
- early termination charge;
- cancellation charge; or
- other amount payable on termination.

If you terminate, cancel, transfer or otherwise end any component of a bundled arrangement before the applicable minimum term or contractual commitment has expired, you may be required to pay the applicable early termination charge and/or other outstanding amounts for that component.

Where more than one component of the bundle is subject to a minimum term or separate contractual commitment, **the applicable termination charges or outstanding amounts for each affected component may apply separately.**

Ending one component of a bundle does not automatically cancel, waive or discharge obligations relating to another component unless this is expressly agreed in writing or required by law.

For example, where a bundle includes telecommunications services together with equipment supplied under a separate purchase, rental, lease or finance arrangement, terminating the telecommunications service does not necessarily terminate or discharge the separate equipment, rental, lease or finance obligations.

The specific charges and termination consequences applicable to this offer are set out below and in the applicable SFOA, Order Form, CIS and, where relevant, separate equipment, lease or finance agreement.

INFORMATION ABOUT THE SERVICE

Description

A Business NBN® internet service supplied over the nbn® network, providing access to the internet with the speeds and data allowance shown below.

Access technology

Depends on the nbn® technology available at your premises, including FTTP, FTTC, FTTN, HFC, Fixed Wireless or Satellite.

We will confirm the technology available at your premises before connection.

Typical busy period speeds

Download: 50 Mbps

Upload: 19 Mbps

Measured during the 7pm–11pm busy period.

Data allowance

Unlimited.

Suitable for

Home-based businesses with light to moderate internet use.

MINIMUM TERM AND PRICING

Item	Amount / Details
Minimum contract term	36 months

Item	Amount / Details
Monthly service charge	\$159.00 per month
Standard connection / setup fee	\$0*
Modem / equipment charge	\$99* one-off
Minimum service charges over 36 months	\$5,724.00
Minimum stated cost including \$99 equipment charge \$5,823.00*	

* The minimum stated cost above applies only to the charges expressly included in this CIS. It does **not** include any separate equipment, lease, finance, installation, usage, optional service or other charges that may apply under the customer's particular order or bundled arrangement.

IMPORTANT: Where the customer's order includes additional services, equipment or other contractual components, the customer must refer to the applicable Order Form, CIS and separate agreement(s) for the charges and minimum terms applicable to those components.

EARLY TERMINATION / EXIT CHARGES

If you cancel, terminate, transfer or otherwise end a service before the end of its applicable minimum contract term, an **Early Termination Charge ("ETC") and/or other applicable termination amounts may apply.**

For this plan, the applicable service ETC is:

Service Early Termination Charge:

85% of the recurring service charges that would otherwise have been payable for the remaining months of the applicable minimum service term, subject to the applicable SFOA and Order Form.

The exact amount payable at the date of termination will depend on the remaining period of the applicable term and any other amounts lawfully payable under the applicable agreement.

Bundled services and equipment

If this plan is supplied as part of a **bundle**, the bundle may contain multiple contractual components.

Where applicable, termination may result in amounts becoming payable in relation to **each affected component**, including:

- the applicable service Early Termination Charge;

- outstanding recurring service charges that are otherwise payable under the applicable termination formula;
- unpaid charges already incurred;
- outstanding equipment or device payments;
- amounts payable to complete or terminate an equipment rental or lease;
- amounts payable under a separate finance agreement;
- equipment return or non-return charges, where applicable;
- outstanding installation or setup charges;
- other termination charges expressly disclosed in the applicable CIS, Order Form, SFOA or separate agreement.

A service termination does not automatically cancel or discharge a separate equipment, rental, lease, finance or other contractual obligation.

Where a separate third-party agreement applies, the terms of that agreement determine the customer's obligations to that third party.

Multiple services in one bundle

If multiple telecommunications services are included in the same bundle and each service is subject to a separate minimum term or termination liability, the applicable termination charge for **each affected service or contractual component may apply**.

The customer should review the Order Form and applicable CIS for each service or component included in the bundle.

ADDITIONAL CHARGES THAT MAY APPLY

Charge	Amount / Circumstances
Late payment fee	\$50 if payment is not received by the due date, subject to applicable law and the SFOA
Technician callout fee	\$150 where the technician determines that the fault or issue originates from the customer's equipment, wiring or environment and there is no fault with the Chase Telco service or network
Early termination charge	As specified above and in the applicable SFOA / Order Form

Charge	Amount / Circumstances
Equipment/device charges	As specified in the applicable Order Form and equipment agreement
Lease/finance charges	Where applicable, as specified in the separate lease or finance agreement
Installation charges	Where applicable, as quoted and agreed with the customer
Porting/transfer charges	Where applicable under the SFOA or applicable service terms
Other charges	As expressly disclosed in the applicable CIS, Order Form, SFOA or separate agreement

BUNDLED EQUIPMENT / LEASE / FINANCE ARRANGEMENTS

Where equipment is supplied as part of a bundle, the Order Form will identify the equipment supplied.

Equipment may be:

- included with the service;
- purchased by the customer;
- supplied under a rental arrangement;
- supplied under a lease;
- supplied under a separate finance arrangement; or
- supplied by another contracting entity.

The customer's equipment arrangement will be identified in the applicable Order Form.

The fact that equipment is supplied together with a telecommunications service does not, by itself, mean that the equipment obligation is cancelled when the telecommunications service is cancelled.

Where a separate lease, rental or finance agreement applies, that agreement may contain separate minimum terms, payment obligations and termination consequences.

Customers should review that agreement before cancelling the telecommunications service.

SERVICE AVAILABILITY AND PERFORMANCE

Service availability

Subject to nbn® network availability at the customer's premises.

We will confirm availability before the order is accepted.

Estimated connection time

Typically 2–4 weeks from order acceptance, including any SIP/voice service transfer from an existing provider.

Timing depends on nbn® Co provisioning, porting requirements and other circumstances and may vary by location.

Service faults

Report faults on **1300 792 110**.

Standard fault rectification target: advised when you report a fault.

BILLING

Billing cycle

Monthly in advance.

Payment methods

Direct debit or credit card. Contact us for other payment options.

Billing and usage information

Customers may check billing and available usage information through the Chase Telco customer portal or by contacting customer support.

PAYMENT ASSISTANCE

If you are experiencing financial difficulty and are having trouble paying your telecommunications account, contact us as soon as possible.

Chase Telco has a **Payment Assistance Policy** explaining the assistance that may be available to eligible customers.

Phone: 1300 792 110

Email: customers@chasetelco.com.au

Payment Assistance Policy: [chasetelco.com.au](#)

Payment assistance may include options such as payment extensions, tailored payment arrangements, lower-cost plans, credits, discounts or other appropriate assistance, depending on the customer's circumstances and applicable requirements.

Payment assistance does not automatically cancel or discharge amounts owed under separate equipment, lease, finance or other contractual arrangements.

CUSTOMER SERVICE AND COMPLAINTS

Customer service

Phone: 1300 792 110

Email: customers@chasetelco.com.au

Hours: Monday–Saturday

Complaints

Customers should contact Chase Telco in the first instance.

Complaints: complaints@chasetelco.com.au

If the complaint cannot be resolved, customers may contact the Telecommunications Industry Ombudsman ("TIO") for free and independent assistance.

TIO: 1800 062 058

Website: www.tio.com.au

CONTRACT DOCUMENTS

The customer's particular contractual arrangement may comprise:

1. this CIS;
2. the applicable Application / Order Form;
3. the applicable Standard Form of Agreement;
4. any applicable service-specific terms;
5. any applicable equipment agreement;
6. any applicable lease or rental agreement;
7. any applicable finance agreement; and
8. any other document expressly identified as forming part of the customer's order.

The applicable documents and versions will be identified in the customer's Order Form.

Where different contractual documents apply to different components of a bundle, each document governs the component to which it relates, subject to applicable law.

Nothing in this CIS is intended to exclude, restrict or modify any right or obligation that cannot lawfully be excluded, restricted or modified under applicable legislation, regulatory standards, industry codes or other mandatory requirements.

DOCUMENT CONTROL

CIS Version: V01

Effective Date: 16/06/2023

This CIS must be read together with the applicable contractual documents.

This CIS is provided to assist customers in understanding and comparing the offer. It does not replace the applicable SFOA or other contractual documents.

Important: The charges, minimum terms and termination consequences shown in this CIS must be checked against the customer's specific Order Form before the order is accepted.