



Customer Service Agreement - NBN

Our customer service agreement form provides the standards and terms of condition for our services which can be found below. We provide internet with monthly payments according to the plan the customer chooses. On agreement c2a will provide the customer access to the NBN network.

Obligations

- Services are billed per month in advance and are billed monthly, non-payment may attract reactivation fees
- Late fee for unpaid overdue services may apply - \$10.00
- You must not use our services or allow others to use our services for any improper or illegal purposes or to send material that is improper, deceptive or abusive or resell our service.
- If any problems occur contact us to get the best quality of service - Keep your personal information up to date by informing us of changes
- If you are in a rental property, it is your responsibility to ask permission from your rental agency if any infrastructure changes are required
- C2A and NBNco are responsible for services to the customer's property (MDF, NBN Utility Box or NBN Connection Box), the customer is responsible for cabling or internal issues within the property.
- On commencement of connection we will connect a Modem, either existing or purchased through C2A and configure up to 5 devices. If more than devices are required to be configured it will attract a \$99 install fee.

Cancellation

If the customer no longer needs our services they may cancel anytime by providing two weeks' notice. Cancellation within 6 months is charged at \$50 within the 6 month period and is payable to C2A and given to NBNco, you can contact us by Phone or E-mail. c2a may disconnect or cancel the service due to: - Non payment (after first giving you notice by E-mail) - or if you are using our services for illegal purposes

Privacy

Our customer's information is collected accurately, kept up-to-date and used for the primary purpose of providing our services. This information is kept confidential. We would only disclose any personal information according to the Australian Law¹, for example, due to our legal obligations.

Customer Information

Full Name:	
Business Name:	
Address:	
Phone Number:	
Mobile Number:	
Email address:	

If you are in agreement with the above terms and conditions and wish to proceed with the connection please sign.

Sign: _____

Date: _____

¹ Australian Law - Privacy Act 1988 and Part 13 of the Telecommunications Act 1997. Updated: 6.12.22.