



Our Community Broadband Pty Ltd
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CRITICAL INFORMATION SUMMARY - BUSINESS

Description of the service - Broadband

Our Community Broadband offers a fast and reliable fixed wireless broadband service providing a high speed internet connection (wireless DSL). This connection is delivered over our wireless network infrastructure using an innovative technology that has no need of a phone line, or the use of fixed wired services. The service will be provisioned to deliver a variety of line speeds (download/upload line speeds).

You will require a quotation for an installation of this service to enable your premise.

Description of the service - Voice

Our Community Broadband offers a business grade robust hosted phone system solution using the Broadsoft software platform. This product gives small to medium business access to Voip Over Internet Protocol (VoIP) technology previously only available to large corporations.

“Our Hosted PBX application delivers reliable business telephony features from HD voice and video to transfer and conference to call park and call pickup as a starting point. More advanced features include hunt groups, auto-attendant, executive/assistant, hoteling, and the list goes on. If there is a telephony feature that is part of your business process, rest assured that we have it.” ref Broadsoft 2016

Description of the service – 4G Failover

Our Community Broadband offers a 4G failover device in the form of a USB stick with a 4G SIM card. This can be used to provide internet access for critical operations during any interruptions to our service. The 4G dongle must not be installed into the router on a permanent basis. It should only be inserted during a period of service interruption and then removed at the end. **If the user does not have an open technical support ticket, or there is no announced OCB network outage, any data used on this device during this period will be charged at \$15.00 / GB.** These charges will be made a month in arrears and proof will be provided in the form of Telstra bills that cover your SIM.

Information about pricing – Broadband Business Grade Service – Unlimited Data

Standard Installation fee \$750 (subject to survey)

Download Speed Mbps	Upload Speed Mbps	Price/ mth
10	5	\$ 150.00
15	5	\$ 200.00
20	10	\$ 300.00
25	15	\$ 400.00
30	20	\$ 500.00
10	10	\$ 200.00
15	10	\$ 250.00
20	10	\$ 300.00
25	10	\$ 350.00
30	10	\$ 400.00

Voice and Data Package Pricing example

Standard Pricing Package for Voice and Internet for 2 to 5 Handsets.

Larger estates quoted on an individual basis:

Voice and Internet Pricing				Additional Features		
Handsets Yealink T42G	Internet Connecon Outdoor Fixed Wireless	Voice Management	Monthly Charge	Additional Services	One off charge	Monthly Charge
2	10Mbps x 10Mbps	\$20	\$261	Hunt Group	N/A	\$10
3	10Mbps x 10Mbps	\$20	\$290	Auto Attendant	N/A	\$15
4	10Mbps x 10Mbps	\$20	\$320	Single Number porting	\$20	N/A
5	10Mbps x 10Mbps	\$5 per handset	\$350	100 Number range port	\$250	N/A
10	10Mbps x 10Mbps	\$5 per handset	\$500	Installation and Complex Configuration	\$70 / hr	

Call costs per minute (Business 1 Plan)

Local and National Calls	6c
Calls to mobiles	20c
Calls to 13 and 1300 numbers	35c

Prices are based on desktop survey - TBC by physical site and voice survey

5 Handset solution with basic call flows estimated configuration time of 4 hours

Voice Management is telephone based support for basic adds moves and changes that do not require "Additional Services" (see above table), handsets or answer points

Calls are charged in 1 second increments. Prices include all engineering and project management charges. Physical survey is required to quote installation price.

Other costs:

Service	Fee	Description
IT Concierge service	Request Quote	OCB Internet service will present as an NTU in the form of a 10 port Mikrotik router. From there, it is the responsibility of the client to configure their local network and integrate into the NTU. If you do not have an IT contact to undertake this work, OCB can offer this service. Please request a quote if this is the case.
Business Essentials (Static IP + 4G failover)	\$50.00 / mth	
Business 4G Back up	\$30.00 / mth	
Static IP Address	\$20.00 / mth	
Plan change		There is no additional charge to upgrade a plan during a contract term or on a month to month basis. Plans cannot be downgraded during a contract term.
Additional ports / switch	TBA	Please request a quotation from the office for any additional ports or switches required.

Payment terms

Following a site survey for which you will not be charged you will be provided with a fixed price for the data installation, hardware and ongoing monthly costs. To book an installation we will require a signed contract including the completed site questionnaire. We will also require a deposit of 50% of the installation cost prior to the installation date.

When you have signed off the installation as complete, you will be billed for the balance of the installation charge as well as the monthly fees in advance for the broadband and voice charges – prorated. Billing will then be by direct debit – a month in advance for fixed monthly charges, and a month in arrears for any call charges. Cancellation fees are available on request.

Customer Support

If you require assistance with your service, please contact us on (07) 5322 5380 or email us at info@ourcommunitybroadband.com.au

Complaints resolution

If you are not satisfied with the outcome of your customer support request and wish to make a complaint, please email us at customercare@ourcommunitybroadband.com.au. For more information, please refer to our complaints handling policy online. If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or online at www.tio.com.au/making-a-complaint.

Note:
This document is current as at 1 February 2018 and is subject to change without notice. All prices quoted exclude G.S.T and are in Australian dollars. This document is a summary only. Full terms and conditions for this service are available on our Standard Form of Agreement - www.ourcommunitybroadband.com.au/downloads ABN: 39 298 170 33