



### **Critical information summary**

This agreement is for the Starter NBN plan offered by CPK Web Services.

### **Things you need to know.**

This agreement is for 12 months and the total minimum cost for the NBN Starter plan will be \$768 per year.

### **What if I have a fault with supplied equipment?**

All technical support should be logged with CPK Web Services this can be done by emailing [support@cpkws.com.au](mailto:support@cpkws.com.au) 24/7 or by phone on 03 5273 0246 or 03 9013 4853 Monday to Friday 10AM to 10PM. An after hours messaging service is also provided for critical issues and all missed calls are logged.

### **Business NBN Speed info**

The minimum speed of the NBN Starter plan will be 15Mbps Megabits per second download speed, the upload speed will be 10Mbps Megabits per second.

While downloads on this plan are unlimited the plan is for Business use only this plan is not designed for personal use. The minimum speed is during business hours from 9AM to 5PM Weekdays from Monday to Friday.

### **Who do I contact if I wish to make a complaint?**

In the first instance email [support@cpkws.com.au](mailto:support@cpkws.com.au) as per our Terms of Service agreement all complaints must be received in writing and must be made by the account holder.

This is both for security and privacy reasons.

### **What if I still aren't happy with the resolution ?**

If after discussing a solution and the available options your still not happy you can contact the TIO, Telecommunications Industry Ombudsman, as an Australian provider of telecommunications services CPK Web Services is a member of the TIO.

You can find the TIO contact details at [www.tio.com.au](http://www.tio.com.au)

### **Setup fees and one-off costs.**

The setup fee is \$10 for all 12-month plans. If you contract for 24 months or longer the setup fee is waived.

As per [www.cpkws.com.au/policy.php](http://www.cpkws.com.au/policy.php) our Internet data network also comes with a 99.9% Service level Agreement SLA which means if your service goes down for over 45 minutes in any given month we will refund the cost of the downtime. The cost of the refund will not exceed the cost of the monthly bill. This excludes storms or floods or Fires or any other natural disaster, also excluded from this is anything that is outside of the control of CPK Web Services staff or sub-contractors such as delays in getting hardware to replace faulty equipment.

**Restrictions** imposed by NBN Co are also excluded from any credit or refunds.

#### **Total cost.**

The total monthly cost of the Business Starter plan is \$64 per month this does not include a phone service or mobile Sim only plans.

The total cost over 12 months will be \$768 this excludes one off costs for extra hardware such as phone handsets that you purchase from CPK Web Services.

Your phone service will be delivered as a Voice Over IP, Voip service, this will be delivered over the same technology that your Internet service is delivered and has not got a CSG, Customer Service Guarantee and is best effort. If quality of service is a requirement then talk to us about our Enterprise NBN services.

Customers who purchase an Enhanced Service Level Agreement ESLA receive high priority assistance from NBN Co in the event of an outage. Talk to sales regarding options.

The monthly bill also includes all Credit and Debit card processing fees.

#### **Other Legal agreements**

You can find our Terms of Service agreement and Privacy policy at [www.cpkws.com.au/policy.php](http://www.cpkws.com.au/policy.php)

#### **Cancellation**

You can cancel this agreement by providing 30 days written notice to [support@cpkws.com.au](mailto:support@cpkws.com.au) note that while the business basic plans are all month to month, if you bundle a phone service if you **also** wish to terminate the phone service a Termination fee may be required if this is the case an invoice will be generated and the standard invoice policy will apply as per our Terms of Service agreement. Bundles are required to be on a 12- month contract at a minimum and so customers will need to pay out the contract in full on service termination.

#### **Financial Hardship**

If the customer experiences financial hardship email [support@cpkws.com.au](mailto:support@cpkws.com.au) and a payment plan can be arranged.