CRITICAL INFORMATION SUMMARY

Business NBN Internet Plan

Description of this service

This service is a Business nbn® service providing Internet access to the Customer's premises. This product is available wherever access to the nbn® network is available. Business nbn® plans are available nationwide utilising FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technologies. The minimum contract term is 1 month. The monthly plan fees include Internet access to the Customer's premises via the nbn® Network, a static IP address and optional hardware purchased or supplied by PureComm Data & Voice

Mandatory Components & Conditions

An nbn® compatible modem/router is required to use the service. This is supplied by PureComm Voice & Data for free with 24-month contract terms or for a fee with other contract terms. Otherwise, you may choose to provide your own. The type of hardware you need depends on the nbn® technology. You must ensure the hardware chosen is appropriate and adequate for the intended purpose. In FTTC, FTTP and HFC areas, some equipment that is owned by nbn® Co will need to be installed in your premises, if it isn't already, and a 240- volt power supply will be required. Internal cabling is the Customer's responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service. The selected speed tier is the maximum possible download/upload speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location and local conditions. A plan change may be requested at any time but is not guaranteed and subject to Contract Terms.

Contract Term

PureComm Data & Voice services are available on a month to month basis with a minimum term of 1 month. Discounted rates are available for 12 and 24 month terms. At the end of the contracted period rates will revert to the non contract rate.

Billing Information

Billing occurs monthly on approximately the 15th of each month. Payment will be collected automatically 7 days later by direct debit. A direct debit authority is mandatory for this service.

Usage Information

Please email accounts@purecomm.com.au if you want to obtain call and data usage information.

Emergency Services

This service does not guarantee uninterrupted access to 000 Emergency Services. This service will not function in the event of power loss. Priority Assistance is not available on these services.

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge. The maximum amount payable is the full contract term excluding call charges.

Enquires, feedback and complaints

We are committed to providing you with excellent customer service. Please contact us by calling 0749310388 or by sending an email to admin@purecomm.com.au if you have any questions, would like to give feedback or make a complaint.

Business NBN Internet Pricing

Description	Monthly Cost (inc GST) By Contract Term		
	No Contract	**12 months**	**24 months**
NBN 25/10	$80.00	$75.00	$ 70.00
NBN 100/20	$100.00	$97.00	$95.00
NBN 100/40	$105.00	$102.00	$100.00
NBN 500/50 (FTTP Only)	$120.00	$114.00	$108.00
NBN 1000/100 (FTTP Only)	$160.00	$152.00	$144.00

Once Off Charges	Cost (including GST)
Preconfigured Modem Router (No Contract)	$150.00
Preconfigured Modem Router (12 Mth Contract)	$100.00
Preconfigured Modem Router (24 Mth Contract)	No Charge
Service Activation Charge	$25.00
New Copper Pair Charge	$330.00
NBN New Development Charge	$330.00

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: https://www.tio.com.au/complaints

More information

This CIS is a summary only. Please contact PureComm Data & Voice for further information or visit our website www.purecomm.com.au for full Terms and Conditions. This summary valid as of April 2026.