



Critical Information Summary

Plan: Complete – 500gb per month: \$105.00

This plan summary provides you with the important information you need to know.

The Canard Complete Broadband 500gb plan is a post paid service that provides 500gb per month for \$95.00 for use within Australia.

The plan provides connection of broadband internet to your Business Premises. Maximum cost for one month is \$226, plus any optional bolt ons as per table below. This includes a \$121 early termination fee.

This service

Data	Cost
250gb	\$105 per month
+\$30	250gb internet bolt-on (optional)
+\$55	750gb internet bolt-on (optional)

Data usage includes both uploads and downloads. Un-used data does not rollover to the next month.

Standard Usage Cost

The \$105 internet charge includes all uploads and downloads. No excess usage charges will apply. The service will be slowed once the data has been used each month.

Minimum Total Cost

The minimum monthly cost is \$226. This includes an early termination fee and excludes and optional bolt ons.

Minimum Monthly Charge

Upon connection of the Canard Complete 500gb plan, the first minimum monthly charge is \$105, plus any pro-rata charges. The pro-rata charges are worked out as a proportion of how many days are left in the billing cycle from the day of connection of your Canard service, plus one month in advance. The Canard billing cycle ends on the 28th of each month. All invoices are due for payment by the 15th of the following month.

Equipment Needs

A compatible modem is required. This is not supplied by Canard.

Special Promotions

This plan summary does not include any special promotions. These will be advised to you separately by your Canard sales consultant.

Plan Changes

If you change your Canard plan during your contract, a fee may apply. Contact Canard customer service if you require further information.

Cancellation Fees

An early termination fee of \$121 applies during the first 12 months of the service.

Paper Invoice Fee

A \$3.00 per month account fee applies if you receive your Canard invoice by post.

Tracking Spend

You can track your billed and unbilled spend by accessing the Canard Spend link at www.canard.com.au/tracking

Customer Service

- You can find answers to our most common frequently asked questions on our website: www.canard.com.au/faq
- You can call us on 1300 CANARD (1300 226 276) for assistance with your Canard services from any phone (Standard call charges apply).
- For email assistance, please visit our website at www.canard.com.au/contact or email us at info@canard.com.au.

Customer Complaints

You can contact our complaint resolution area by calling us on 1300 CANARD. Email complaints can be sent to info@canard.com.au. You will hear back from us within 3 business days. If you are not happy with the outcome of your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>.

This is a summary only. For full Terms and Conditions see our website at www.canard.com.au.

This critical Information Summary has been prepared by Canard in accordance with the requirements of Chapter 4 of C628: 2012 *Telecommunications Consumer Protection code*.