

Critical Information Summary

nbn® broadband

(High-Speed Business Plans)

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises.

Data Included	Business Ultra 250/100	Business Turbo 500/200	Business Elite 1000/400
Unlimited Minimum Monthly Charge	\$149	\$199	\$299
Unlimited Maximum Monthly Charge	\$149	\$199	\$299
Typical Business Download Speeds (9am – 5pm)	246Mbps	492Mbps	600Mbps
Typical Business Upload Speeds (9am – 5pm)	83Mbps	167Mbps	334Mbps
Early Termination Charge	\$0	\$0	\$0
Minimum Term (Months)	1	1	1

Information about the service

What is the service?

Aussie Broadband's nbn® broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn® has been rolled out – for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/router (see "equipment fees" on next page)
- HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

What is included?

Features of this service include:

- Gold eSLA – see the eSLA CIS for more information
- Static IP address
- Five email addresses
- Email spam protection
- Priority ticket handling from our support team

Minimum term of the service

This service is month-to-month with no fixed term.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or a static IP as an example.



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Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal

Information about pricing

Excess usage

There are no excess usage charges.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Aussie Broadband, but we can provide one if you prefer: modem/router cost starts from \$180 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post.

New development fee

The nbn[®] may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn[®] connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon sign-up if this fee may apply.

Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.

If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor

Exit fee

There are no exit fees for this service.

Other information

Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). If you require 24/7 on call support please contact our team on 1300 880 905.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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