

CRITICAL INFORMATION SUMMARY

Business nbn™ Unlimited

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Business nbn™ Unlimited provides your business with an internet connection, delivered over nbn co's network.

DATA USAGE

Your plan includes Unlimited data. This means there are no excess usage fees and your service will not be shaped.

MINIMUM TERM

The minimum terms available on this plan is 36 months.

WHAT'S INCLUDED AND EXCLUDED

Business nbn™ Unlimited includes:

- 1 x Static IP Address
- An unlimited monthly data allowance

AVAILABILITY

Business nbn™ Unlimited is only available to ABN holders residing at premises located in live nbn™ areas, specifically for business use only (including for staff working from home).

INFORMATION ABOUT PRICING

Plan Name	Service Type / Speed Tier		Monthly Fee		
Light	FTTP	50/20	\$99	Min. cost over term (months)	36: \$3,564
	FTTN	50/20			
	FTTC	50/20			
	HFC	50/20			
Popular	FTTP	100/40	\$110	Min. cost over term (months)	36: \$3,960
	FTTN	100/40			
	FTTC	100/40			
	HFC	100/40			
Super	FTTP	250/100	\$198	Min. cost over term (months)	36: \$7,128
	HFC	250/25			

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' written notice to us to disconnect a service.

RELOCATION FEES

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

INFORMATION ABOUT PRICING (cont...)**SERVICE AND PLAN CHANGES**

Once you connect an nbn™ service, you won't be able to move your service back to the existing copper network. You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. Each plan change attracts a \$49 administration charge. You must provide 30 days' written notice to us to disconnect a service.

PRICING

All pricing in this document includes GST

SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn co in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

NEW DEVELOPMENT SURCHARGE

In April 2016, the federal government announced a New Developments surcharge of \$300 which applies to the first nbn connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.

ENHANCED SERVICE LEVEL COMMITMENTS

Enhanced Service Level Commitments are available to purchase for an additional monthly fee.

Enhanced-12: \$25/month - 12 Business Hour fault restoration*

Enhanced-8: \$50/month - 8 Business Hour fault restoration*

*Metro areas only. 22 (Enhanced-8) or 26 (Enhanced-12) business hours for Regional areas and 26 (Enhanced-8) or 40 (Enhanced-12) business hours for Remote areas if site visit required. Metro, Regional and Remote areas are defined in accordance with the Databoxsolutions Corporate Service Level Document. Commitment is an estimated restoration window, is not guaranteed and does not include a rebate.

OTHER INFORMATION**NBNCO FAIR USE POLICY**

The use of this service is also subject to NBNCo's own Acceptable Use and Fair Use policies.

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete.

Timeframes can depend on building management approval, site access and nbn technology type.

EQUIPMENT

You may use your own modem/router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers for purchase.

SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

You will experience download speeds below the theoretical maximum of your chosen Speed Tier. Your speed will be particularly affected even

further during peak usage times (10am to 3pm). Refer to the Key Facts Sheet: nbn Broadband document for more information relating to speeds on the nbn™ network.

For FTTN/FTTB/FTTC services, actual speeds (and faster speed tier eligibility) will be confirmed following service activation. Speeds may be further impacted during co-existence period.

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Bills will be emailed to your nominated billing contact as part of our commitment to protecting the environment.

WE'RE HERE TO HELP

If you have any questions, just call us on 1300 603 404 so we can serve you better or you can visit us at databoxsolutions.com.au for additional information.

COMPLAINTS

If you have any concerns or complaints, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au