

Business nbn™ Plans



Critical Information Summary Standard nbn™ Services

Service Description	Fixed-line broadband internet access service delivered over the nbn™ network				
nbn™ Speed Tier	25/5	25/10	50/20	100/20	100/40
Monthly Data Inclusion	Unlimited				
Monthly Charge	\$96.95	\$101.95	\$108.95	\$99.95	\$110.95
Early Termination Fee	Not applicable				
Minimum Term	No minimum term				

Availability Areas

This service is available in Australia, where nbn™ fixed-line technologies are available.

Plan Changes

We may make changes to the prices and features of your plan, but we will notify you at least 30 days before the changes take effect, giving you the opportunity to cancel your service or change to a different plan.

Personal Account Manager

You will have access to your own personal account manager during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays) for any billing or service enquiries and assistance.

Service Level Agreement

A standard nbn™ service level agreement applies for this plan. If a fault develops within the nbn™ access network, nbn™ aim to rectify it by 5:00pm the next business day after lodged.

nbn™ New Developments Charge

nbn™ applies a charge of \$300 to the phone and internet provider that submits the first order for an nbn™ access network service in a new development. A new development is generally known as a greenfields site (an area or a building that has had nbn™ available since new). If your address attracts this charge, we will notify you during the provisioning process and give you the option of discontinuing the application. If you proceed with the installation, we will on-charge this amount to you on your first bill.

Equipment Required

You will need an nbn™ compatible modem to use this service, or you can purchase a pre-configured modem from us for an additional charge. Additionally, if you purchase a telephone service from us in conjunction with this plan and wish to use a standard telephone handset, you will need an nbn™ compatible modem with an analogue telephone adapter component, or a stand-alone analogue telephone adapter. If you need help with this your assigned account manager will advise you.

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Critical Equipment on the nbn™

Some equipment may suffer from serviceability issues when connected over the nbn™, such as medical alarms, security alarms, fax machines, EFTPOS machines and lift emergency phone lines. For further information please contact the manufacturer or supplier of any affected equipment.

nbn™ and Power Outages

The nbn™ network does not function during a power outage. This will affect your internet access (and telephone if you are using a telephone service delivered over the nbn™).

Billing

Charges and inclusions are billed from 28th to 27th of each month.

New plan activations are prorated according to remaining days in the bill cycle.

On the 28th of each month, you will be billed in advance for the next billing period plan access fee, and any usage outside your included package incurred during the previous billing period.

Bills will be sent via email. We do not issue paper bills.

Plan upgrades and downgrades are not prorated. New plan rate will apply in full on the day of the change, unless made on 27th of the month.

Plan disconnections and port aways are not prorated. No credit will apply for remaining days in the bill cycle.

Late Payment Policy

If your account becomes overdue, we reserve the right to suspend your services and may charge you a late payment fee of \$15 on your next bill. If you cannot pay your bill on time, please contact us as soon as possible.

Data Usage Information

To obtain up-to-date service usage information please visit:

thebroadbandbrokers.com.au/usage-information/

Customer Service

For our customer service contact details please visit:

thebroadbandbrokers.com.au/contact-us/

Dispute Resolution

If you are unhappy with your service and can't come to a resolution with your account manager, please visit:

thebroadbandbrokers.com.au/dispute-resolution/

Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Their phone number is 1800 062 058. Visit tio.com.au/contact-us for further information on how to contact the TIO.