

Critical Information Summary

- Business NBN



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Business NBN service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Business NBN services provide Internet access to the customer's premises and are available wherever access to the NBN fixed line and fixed wireless networks is available. This product is not required to be bundled with any other OntheNet product. The minimum contract term is 24 months.

All orders are subject to a Service Qualification to confirm the premises can support the service. The speed tier selected indicates the minimum and maximum download and upload speeds. The actual data transfer/throughput speed will be unknown until the service is installed and may be substantially lower than the quoted maximum speed for a variety of reasons. More information is available at www.onthenet.com.au/nbntech

A monthly access fee is charged which includes a data allocation. If the data allocation is exceeded an excess usage fee will apply. A single email mailbox is provided with every service and up to four additional mailboxes can be provided upon request. The service includes a single static IP address however additional IP addressing may be provided if technically justified. After hours Technical Support is available via a pager number.

A plan change may be requested at any time. Plan changes take effect from the first of the following month and a new 24 month contract term will apply. A once off fee applies when changing to a plan with a different speed.

An NBN compatible modem/router is required in order to use the service. This can be supplied by OntheNet as an optional extra or 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. Please visit our website for more information www.onthenet.com.au/nbntech

In FTTC, FTTP, HFC and fixed wireless areas, some equipment that is owned by nbn co will need to be installed in your premises. For more information please visit www.onthenet.com.au/nbntech

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.

Information About Pricing

Monthly Charges - The monthly fee is determined by the plan selected and is billed in advance each month. If more than the included monthly data allocation is used an excess usage fee of \$1.00/GB will apply.

Establishment Fee - There is no Establishment Fee however installation charges may apply. If a non-standard installation is required the costs quoted by nbn co will apply. If a new or inactive copper pair is to be activated or an additional NBN Connection Box is required a \$300 subsequent installation charge may apply. If it is the first NBN connection at a new development site a \$300 new developments charge will apply.

Speed Change Fee - A \$19 fee applies when changing to a plan with a different speed.

Early Termination Fee - If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

If the service is successfully relocated to another address with OntheNet the early termination fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable early termination fee is payable in full.

Billing - All invoices will be emailed as a PDF attachment. Mailing of paper invoices is available and if requested will attract a \$1.50 surcharge per invoice.

Minimum Total Contract Price - If you take up the \$54.95 per month Business NBN Gold Coast plan, the minimum total contract price over a 24 month contract period with nil establishment fee is \$1318.80.

All prices include GST and are shown in AUD.

| Business NBN Gold Coast Plans - Fixed line | | | |
|---|-----------------|-------------|--------------------------|
| Speed Tier | Data Allocation | Monthly Fee | Included Data Unit Price |
| nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$54.95 | \$0.37/GB |
| | 1000 GB | \$74.95 | \$0.07/GB |
| | Unlimited | \$99.95 | N/A |
| nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$64.95 | \$0.43/GB |
| | 1000 GB | \$84.95 | \$0.08/GB |
| | 5000 GB | \$109.95 | \$0.02/GB |
| nbn100 Download 50-100 Mbps Upload 20-40 Mbps 50 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$84.95 | \$0.57/GB |
| | 1000 GB | \$104.95 | \$0.10/GB |
| | 5000 GB | \$129.95 | \$0.03/GB |

| Business NBN Gold Coast Plans - Fixed wireless | | | |
|---|-----------------|-------------|--------------------------|
| Speed Tier | Data Allocation | Monthly Fee | Included Data Unit Price |
| nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$54.95 | \$0.37/GB |
| | 1000 GB | \$74.95 | \$0.07/GB |
| | Unlimited | \$99.95 | N/A |
| nbn25 Download 12-25 Mbps Upload 1-5 Mbps 12 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$64.95 | \$0.43/GB |
| | 1000 GB | \$84.95 | \$0.08/GB |
| | 5000 GB | \$109.95 | \$0.02/GB |
| nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$74.95 | \$0.50/GB |
| | 1000 GB | \$94.95 | \$0.09/GB |
| | 5000 GB | \$119.95 | \$0.02/GB |

| Business NBN National Plans - Fixed line & Fixed wireless | | | | | | | |
|---|-----------------|-------------|--------------------------|--|-----------------|-------------|--------------------------|
| Speed Tier | Data Allocation | Monthly Fee | Included Data Unit Price | Speed Tier | Data Allocation | Monthly Fee | Included Data Unit Price |
| nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$64.95 | \$0.43/GB | nbn25* Download 12-25 Mbps Upload 1-10 Mbps 12 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$79.95 | \$0.53/GB |
| | 1000 GB | \$94.95 | \$0.09/GB | | 1000 GB | \$109.95 | \$0.11/GB |
| | Unlimited | \$129.95 | N/A | | 5000 GB | \$134.95 | \$0.03/GB |
| nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$89.95 | \$0.60/GB | nbn100* Download 50-100 Mbps Upload 20-40 Mbps 50 Mbps typical minimum download speed 7pm-11pm | 150 GB | \$99.95 | \$0.67/GB |
| | 1000 GB | \$119.95 | \$0.12/GB | | 1000 GB | \$129.95 | \$0.13/GB |
| | 5000 GB | \$144.95 | \$0.03/GB | | 5000 GB | \$154.95 | \$0.03/GB |

- Gold Coast plans are only available within the Gold Coast region and some surrounding suburbs.
- *If nbn25 is selected in a fixed wireless area the maximum upload speed is 5Mbps not 10Mbps. nbn100 is not available in fixed wireless areas.
- Only downloads are counted towards the data allocation. If the data allocation is exceeded an excess usage fee of \$1.00/GB will apply.
- The speed tier selected indicates the minimum and maximum download and upload speeds. The actual data transfer/throughput speed will be unknown until the service is installed and may be substantially lower than the quoted maximum speed for a variety of reasons. Actual FTTB/C/N speeds to be confirmed. More information is available at www.onthenet.com.au/nbnotech

Other Information

Usage - Details of your service & data usage can be viewed online via Toolbox <http://toolbox.onthenet.com.au>

Customer Service - Contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation www.onthenet.com.au/contact-us

Complaints and Disputes - If you are dissatisfied with the service you have received and wish to lodge a complaint please email feedback@onthenet.com.au or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.onthenet.com.au/policies

Telecommunications Industry Ombudsman (TIO) - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at www.tio.com.au