

# Critical Information Summary

## - Business NBN National Plans



For everything internet, trust a local.

This summary provides important information regarding OntheNet Business NBN National plans for services supplied via the NBN Fixed Line network. Full terms and conditions are available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

### Information About the Service

A Business NBN service provides Internet access to the customer's premises. This product is available wherever access to the NBN Fixed Line network is available and 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 selected speed tier is the maximum possible speed (Mbps) that is available during off-peak periods. FTTN/B/C speeds to be confirmed. Actual speeds may be slower for a variety of reasons. Refer to the NBN Key Facts Sheet for more information [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

The monthly access fee includes a data allocation. If the data allocation is exceeded an excess usage fee applies. A single email mailbox is provided with every service and up to four additional mailboxes can be added for no extra cost. The service includes a single static IP address. Additional IP addressing may be available for an additional cost. 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.

In FTTC, FTTP and HFC areas some equipment that is owned by NBN Co will need to be installed in your premises if it isn't already.

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.

For more information about speeds, installation & equipment requirements please visit [www.onthenet.com.au/nbnotech](http://www.onthenet.com.au/nbnotech)

### Information About Pricing

**Monthly Charges** - The monthly fee is determined by the plan selected and is billed in advance each month. If the included data allocation is exceeded 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** - Invoices are emailed as a PDF attachment. Mailing of paper invoices attracts a \$1.50 surcharge per invoice.

All prices include GST and are shown in AUD.

Business NBN National Plans - Fixed Line network				
Speed Tier	Data Allocation	Monthly Fee	Included Data Price	Total Minimum Price
<b>nbn12/1</b> Speeds are variable^	150 GB	\$64.95	\$0.43/GB	\$1558.80
	1000 GB	\$94.95	\$0.09/GB	\$2278.80
	Unlimited	\$129.95	N/A	\$3118.80
<b>nbn25/10</b> Speeds are variable^	150 GB	\$79.95	\$0.53/GB	\$1918.80
	1000 GB	\$109.95	\$0.11/GB	\$2638.80
	5000 GB	\$134.95	\$0.03/GB	\$3238.80
<b>nbn50/20</b> Speeds are variable^	150 GB	\$89.95	\$0.60/GB	\$2158.80
	1000 GB	\$119.95	\$0.12/GB	\$2878.80
	5000 GB	\$144.95	\$0.03/GB	\$3478.80
<b>nbn100/40</b> Speeds are variable^	150 GB	\$99.95	\$0.67/GB	\$2398.80
	1000 GB	\$129.95	\$0.13/GB	\$3118.80
	5000 GB	\$154.95	\$0.03/GB	\$3718.80

- 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 selected speed tier is the maximum possible speed (Mbps) that is available during off-peak periods. ^Actual speeds may be slower for a variety of reasons. FTTN/B/C speeds to be confirmed. For more information please visit [www.onthenet.com.au/nbnspeeds](http://www.onthenet.com.au/nbnspeeds)
- NBN Key Facts Sheet available at [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

## Other Information

**Usage** - Details of your service and 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](http://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](mailto: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](http://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](http://www.tio.com.au)