

NBN Business Internet

PLAN	DATA ALLOWANCE	MONTHLY CHARGE	DOWNLOAD SPEED
NBN25	Unlimited	\$75 per month	Best Effort* 25 Mbps
NBN50	Unlimited	\$95 per month	Best Effort* 50 Mbps
NBN100	Unlimited	\$125 per month	Best Effort* 100 Mbps

Information about the service

AussieTel's nbn™ broadband service uses NBNCo infrastructure to deliver broadband to your premises.

Whats Include

- A business internet service on the nbn network
- No excess download fees
- Static IP address

Requirements and Availability

This service is available anywhere where nbn has been rolled out.

Where applicable, NBNCo will need to install equipment on the outside and inside (near a power point) of your premises.

You will also need an NBN-ready modem/router (if required, you can purchase one directly from AussieTel).

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your property. You must be capable of configuring your BYO device yourself – we will only be able to provide limited 'best efforts' support for your own BYO device.

Important note for FTTN and FTTC customers: Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.

Minimum Terms

This is a month-to-month service. The minimum term is 1 month.

Best Effort Speeds

AussieTel's advertised nbn Speeds are Best Effort and the maximum attainable speeds on your line and not the actual speeds you may experience.

An nbn service can never go faster than the maximum line speed available at your address, so nbn Broadband speeds can vary due to a number of factors outside of AussieTel's control. These factors can include:

- Type of nbn technology available at your address
- The distance from the exchange and the quality of the copper to your address (FTTN and FTTC connection types)
- Network capacity
- Set up at your site
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- Your hardware and software configuration
- The source and type of content downloaded

New Development Fee

The NBNCo may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area.

Billing

Your billing cycle will begin on the 1st of each month. 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.

Early Termination Charges

There are no Early Termination Charges if you cancel this plan however, if you do cancel your plan or transfer your number to a new provider, you will not receive credits for any unused days remaining in your current billing period.

Customer Service

We are here to help. If you have any questions, just call us on +61 3 9408 7775 or send us email to gday@aussietel.com.au

Fair Use Policy

Use of this Mobile service is subject to our Fair Use Policy. Details of our Fair Use Policy can be found at;

www.aussieteltechnologies.com.au/policies/

Complaints Handling and Dispute Resolution

If you have a complaint or are not satisfied with your service request from our service desk, you can escalate your complaint to complaints@aussieteltechnologies.com.au

Telecommunications Ombudsman

If you are not satisfied with the outcome after escalating as per the above process, you may seek assistance from the Telecommunications Ombudsman at online at www.tio.com.au or by calling 1800 062 058