



Priority Network Support

Your investment for improved business continuity

Priority Network Support (PNS) is a value-added service provided on our nbn® plans. With PNS you receive a dedicated onboarding experience and enhanced restoration times on any of our nbn® plans.

This service is highly recommended for businesses that have critical data needs and require a high level of support.

Available Support Packages	PNS 8	PNS 12 (90 Day Trial)	PNS 12	Standard Support
Restoration Target^	8 coverage hours	12 coverage hours		Next Business Days (5pm)*
Coverage Times	Mon-Fri 8am-12am Sat 8am-5pm (ADEST)			
Readiness Pre-call#	Yes			No
Modem Support Cutover~	Yes			No
Monthly Fee or Annual	\$30 per month	\$180 annual charge	\$20 per month	N/A
^If Vocus and nbn® are unable to restore a fault within the hours allocated, you will be credited your plan fee for Priority Network Support for that month. *If reported during coverage hours. #nbn Co. will contact the customer prior to arriving to site to ensure appointment readiness				

nbn® Support in Urban Areas – Example scenarios depending on which service package is selected.

The customer experiencing the fault calls Vocus Friday afternoon, Vocus troubleshoots to find the cause of the issue and finds it is at a nbn® network level. Vocus reports the fault to nbn® at 6pm same day.

	Friday	Saturday	Sunday	Monday	Tuesday
PNS 8	6pm Reported to nbn®	2am Restoration Target (8hrs)			
PNS 12		4am Restoration Target (8hrs)			
Standard Support		Out of hours		8am picked up by nbn®	5pm Restoration Target (next business day)

Important Information:

PNS is not available on Fixed Wireless. Only applies to the nbn® access (internet) service itself. Voice services are not covered unless the issue they are experiencing relates to the nbn® access service. Rebates: If the service is not rectified within the respective operational windows (urban areas), we will credit back the fee for PNS for that month. If another fault occurs on the same nbn® service in the same month and it is not restored within the respective operational window, we will additionally credit back the full access fee for your Vocus nbn® plan for that month. Urban Areas defined by nbn® and are generally areas with a population over 10,000. Service schedule for these products can be found on our website at vocus.com.au/legal/contracts

Vocus in association with M2 Commander Pty Ltd ABN 85 136 950 082