

## Critical Information Summary

This Critical Information Summary contains some important information for your plan, including how much you will pay and what is included. Business Broadband nbn® is only available to approved customers with an Australian Business Number (ABN) or Australian Company Number (ACN).

### Business Broadband nbn® Plan

Business Broadband nbn® is a fixed broadband data-only service (“nbn® Service”) that provides you with internet access via the National Broadband Network (“nbn® Network”) as supplied to us by NBN Co Limited (“nbn®”). Our 4G Backup nbn® plan requires you to use the Netcomm Wireless NL20MESH modem supplied by us.

		Business nbn® Essential +	Business nbn® Fast +	Business nbn® Superfast +	Business nbn® Fast (for Selected Customers Only)	Business nbn® Profast +	Business nbn® Superfast (for Selected Customers Only)	Business nbn® Ultrafast (for Selected Customers Only)	Business nbn® Ultrafast +	
Price per month		\$89	\$99	\$99	\$99	\$139	\$109	\$119	\$169	
Total min cost		\$281	\$291	\$291	\$291	\$331	\$301	\$311	\$361	
		1 month plan fees + total cost of modem								
Included monthly data		Unlimited								
Static IP		Included								
Minimum term		1 month								
Typical Business Hour Speed (Mon-Fri 9am-5pm)	nbn® Speed Tiers	nbn50	FW Plus	nbn100	nbn250	nbn Fast	nbn500	nbn Superfast	nbn Ultrafast	nbn1000
	Download	↓ 50Mbps	↓ 85Mbps	↓ 91Mbps	↓ 210Mbps	↓ 425Mbps	↓ 425Mbps	↓ 637Mbps	↓ 894Mbps	↓ 894Mbps
	Upload	↑ 17Mbps	↑ 17Mbps	↑ 34Mbps	↑ 85Mbps	↑ 42Mbps*	↑ 170Mbps	↑ 42Mbps*	↑ 85Mbps*	↑ 340Mbps
Standard SLA (cost per month)		\$0 (included)	N/A	\$0 (included)	\$0	\$0	\$0	\$0	\$0	\$0
nbn® Enhanced SLA-12 Hours (24x7) (cost per month)		\$16.50	N/A	\$11	\$0 (included)	\$16.50	\$0	\$16.50	\$16.50	\$0

<b>nbn® Enhanced SLA-4 Hours (24x7) (cost per month)</b>	\$27.50	N/A	\$27.50	\$11	\$27.50	\$0 (included )	\$27.50	\$27.50	\$0 (included )
<b>Availability</b>		<p>The nbn® Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. To find out if nbn is available in your area visit the nbn® rollout map <a href="https://www.nbnco.com.au/learn/rollout-map">https://www.nbnco.com.au/learn/rollout-map</a>.</p> <p>Business nbn® Superfast+, Superfast, Fast, and Ultrafast are only available in nbn FTTP and HFC areas, whereas Profast+ and Ultrafast+ are only available in FTTP areas. A compatible high-speed modem is required.</p>							
<b>Early Exit Fees</b>		<p>There are no Early Exit Fees on this plan. However, if you choose to cancel, 100% of any remaining device instalments will be applied to your next bill. The modem is \$8 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 24 months ('Device Period'). This Discounted Price will appear as a modem charge and corresponding credit against either the modem charge or the monthly plan charge on your monthly bill. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on Device Period. For example, if you leave at month 18 you would pay \$8 x 6 (number of remaining months), at a total of \$48. This remaining modem cost will be applied as a lump sum on your final bill.</p>							

## Information about the service

### Equipment Required

You need a compatible modem in order to use this Plan. It is a requirement of signing up to this Plan that you purchase the NetComm Wireless NL20MESH modem supplied by us for every Business Broadband nbn® plan. The total cost of the Modem is \$192. This is explained in further detail above. Please note that by signing up to this Plan your existing home phone line service will be terminated. When you connect to nbn® certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. We do not offer Priority Assistance. Telstra is a provider who does.

### nbn® Charges

**New Development fee:** This \$300 will be charged to your bill if nbn® has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you. We may also pass on any administrative costs that we incur in providing you with assistance or arranging an appointment with nbn®. Please see your Plan Details for more information.

### Service Availability

The nbn® Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the nbn® Service will depend on the connection between your premises and the nbn® Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); (5) Fibre to the Curb ('FTTC'); (6) Fixed Wireless

### Installation & Setup

There is no charge for standard nbn® installations. We do not offer nonstandard or professional installations. If advised by nbn® that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. The new development charge of \$300 will apply to you if nbn® has to

activate a connection for the first time at a premises that is in a newly developed area or building. If applicable, we will apply that charge to your first bill following activation of the nbn® Service at your premises. You must be over the age of 18 to have nbn® installed. If you are the owner of the property you must provide consent for nbn® to install the nbn® Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

## **Plan Speeds**

Speeds on these plans are variable and you will experience slower speeds than the max connection speed available, particularly during peak times (9am-5pm for business customers). Actual speeds for FTTB/N/C services to be confirmed. Actual speeds will vary and can be confirmed once your nbn® Service is activated. The performance and speed of your service depends on a number of factors such as plan, location, number of devices connected, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the nbn® technology used to deliver your nbn® Service, how much capacity we have purchased from nbn®, our network and internet traffic demand. Typical Evening Upload speed is estimated by reference to the maximum upload speed.\*Estimated Typical Business Hour upload and download speeds are estimated by reference to the previous nbn® wholesale speeds provided to TPG Telecom. Following the migration of these services to the Vocus network, the speeds estimated above will be updated once measurements are obtained

## **Plan & Speed Changes**

You can change your Business Broadband nbn® plan and speeds at any time in the Frontier Customer Portal or by contacting us or your Account Manager. When changing your nbn® speed, you can upgrade or downgrade your existing plan and the amount will be pro-rated on your next bill based on the number of days used for each plan. The plan speeds available to your premise depends on the technology used to deliver the nbn® Service. See details in the plan table ("Availability") and Service Availability above.

## **nbn® Enhanced SLA Changes**

Most Business Broadband nbn® plans include nbn's Standard SLA as default. Some plans include Enhanced SLA-4 at no extra cost (see plan table above). Enhanced SLAs can be added to eligible Business Broadband nbn® plans to assist with faster resolution of faults depending on the location of your premises, and whether nbn® is required to attend. The Enhanced SLA and any applicable charges will appear on your bill as an Add-On. The Add-On is charged one month in advance plus a pro-rated amount for any part-month the Enhanced SLA is active. Enhanced SLAs can be added or removed, changed to another SLA tier or to the Standard SLA at any time (other than during any period when a fault has been reported). The relevant SLA will begin as soon as it's been applied to your service. If you change SLAs (with a lower or no additional cost) or cancel an Enhanced SLA, you will receive a prorated refund. Restoration Service Levels and any applicable credits are set out in the Business Broadband Service Schedule.

## **Maximum Attainable Speeds**

If you're connecting to the nbn® using FTTB/N/C technologies, we'll check your max attainable line speed once we receive this information from nbn® after activation. If the max line speed at your address doesn't support the speed tier of the plan you've chosen, we'll let you know, and give you the option to a) remain on your current plan with no refund; b) move to a lower speed plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your max attainable line speed can support (if you are already on the lowest speed plan you do not have this option). No plan change fee will apply if you choose this option; or c) cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your max attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date). In some circumstances, we may automatically change your plan to a lower speed tier that's more suitable to you, and provide you with a proportionate refund as well (however, we will let you know about this in advance).

## **4G Back-up**

This is a complimentary data-only service which provides internet access via our Mobile Service where we have 4G coverage during confirmed local nbn® faults or when the nbn® is being activated. It is available until the fault is

resolved or for a period of 30 consecutive days (whichever occurs first). Speeds for this service are limited to a maximum of 20Mbps (download) and 2Mbps (upload). This service is only available when using a Pipe Networks supplied NetComm Wireless NL20MESH modem with a pre-installed SIM on our network.

#### Other information

<b>Frontier Customer Portal</b>	You can keep track of your call and data usage and make changes to your account through the Frontier Customer Portal or by contacting Customer Care. You can access Frontier by heading to <a href="http://www.frontier.tpgtelecom.com.au">www.frontier.tpgtelecom.com.au</a> through a web browser.
<b>We're here to help</b>	Please contact Customer Care or your Account Manager. If, after speaking with us, you aren't happy with the outcome and you are a small business you may also contact the Telecommunications Industry Ombudsman on 1800 062 058, or head to <a href="http://tio.com.au">tio.com.au</a> .
<b>Bill</b>	You will receive your bill free via email, and you can access it at any time through Frontier Customer Portal. For customers on shared plans, only the account holder will receive a bill. This bill will show the total for all the shared plans, and the individual plan summary.
<b>Coverage</b>	nbn® rollout has commenced across Australia and here at Vocus, we've got you covered. To find out which nbn® plans are available at your location, head to <a href="https://www.nbnco.com.au/learn/rollout-map">https://www.nbnco.com.au/learn/rollout-map</a> .  The quality and availability of some services and speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion and network coverage. We utilise the Vodafone network for our 4G backup. For more info on 4G backup coverage, head to <a href="https://www.vodafone.com.au/coverage">https://www.vodafone.com.au/coverage</a> .

To view the full T&Cs for this plan, head to [www.tpg.com.au/business/legal](http://www.tpg.com.au/business/legal). The Vocus [Acceptable Use Policy](#) applies to any unreasonable use of plan inclusions. Pipe Networks Pty Limited is now part of the Vocus Group.