

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®”). These plans allow you to either purchase our NetComm NL20MESH modem (“Modem”) or Bring Your Own compatible modem (“BYO”). Our 4G Backup nbn® plan is not available with BYO but instead requires you to use the Modems.

		Business nbn® Essential +	Business nbn® Fast +	Business nbn® Superfast +	Business nbn® Fast	Business nbn® Profast +	Business nbn® Ultrafast +	
Price per month		\$89	\$95	\$95	\$90	\$115	\$145	
Total minimum cost (BYO)		\$89	\$95	\$95	\$90	\$115	\$145	
Total minimum cost (With Modem) (1 month plan fees + total cost of Modem)		\$329	\$335	\$335	\$330	\$355	\$385	
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	Nbn500	nbn500+	nbn1000
	Download	↓ 47Mbps	↓ 85Mbps	↓ 90Mbps	↓ 232Mbps	↓ 425Mbps	↓ 425Mbps	↓ 894Mbps
Upload	↑ 17Mbps	↑ 17Mbps	↑ 34Mbps	↑ 85Mbps	↑ 42Mbps	↑ 170Mbps	↑ 340Mbps	
Standard SLA (cost per month)		\$0 (included)	N/A	\$0 (included)	\$0	\$0	\$0	\$0
nbn® Enhanced SLA-12 Hours (24x7) (cost per month)		\$16.50	N/A	\$11	\$0 (included)	\$16.50	\$0	\$0
nbn® Enhanced SLA-4 Hours (24x7) (cost per month)		\$27.50	N/A	\$27.50	\$11	\$27.50	\$0 (included)	\$0 (included)

<p>Availability</p>	<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 https://www.nbnco.com.au/learn/rollout-map.</p> <p>nbn250 and nbn500 are only available in nbn FTTP and HFC areas, whereas nbn500+ and nbn1000 are only available in FTTP areas. A compatible high speed modem is required.</p>
<p>Modem Option NetComm Wireless NL20MESH</p>	<p>The Modem is \$240 which is charged at \$10 per month. If you cancel your plan before 24 months, we will bill you for the balance that remains for the Modem.</p>
<p>Early Termination Charges</p>	<p>There are no Early Termination Charges on this plan. However, if you choose to cancel, any balance that remains for the Modem will be applied to your next bill.</p> <p><i>For example, if you cancel at month 18, you will have paid \$180 towards your \$240 Modem, leaving a \$60 balance remaining for the device which will be charged on your next bill.</i></p>

Information about the service

Equipment Required

You need a compatible modem in order to use a Business Broadband nbn® Plan. If you choose to purchase a Modem from us, we will supply you with a NetComm Wireless NL20MESH modem. The total cost of the Modem is \$240 which is charged in \$10 monthly instalments. If you would like to use your own BYO modem, you need to make sure it is compatible and able to achieve the maximum speed of the chosen Business Broadband nbn® Plan. You can find more about the technical requirements your BYO modem must meet [here](#).

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 fee 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®.

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 Fee 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

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

4G back-up service is only available when using a Modem, being a NetComm Wireless NL20MESH, which comes with a pre-installed SIM configured on our network. This is a complimentary data-only service which provides internet access 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).

Other information

Frontier Customer Portal	<p>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 www.frontier.tpqtelecom.com.au through a web browser.</p>
We're here to help	<p>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 tio.com.au.</p>
Bill	<p>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.</p>
Coverage	<p>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 https://www.nbnco.com.au/learn/rollout-map.</p> <p>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 https://www.vodafone.com.au/coverage.</p>

To view the full T&Cs for this plan, head to <https://www.vocus.com.au/help-and-support/legal-contracts/pipe>. The Vocus [Acceptable Use Policy](#) applies to any unreasonable use of plan inclusions. Pipe Networks Pty Limited is now part of the Vocus Group.