

CRITICAL INFORMATION SUMMARY (CIS)

NBN® BUSINESS BROADBAND

[NBN-BBAND-003]

SERVICE INFORMATION

NBN will be delivered to your premises utilising existing infrastructure where possible to deliver a fast solution for each individual area. NBN network connections that utilise a physical line running to the premises (FTTP, FTTN, FTTB, HFC, FTTC) are considered NBN Fixed Line connections. Fixed Wireless uses an antenna on your building to connect to NBN Tower. The difference between each type of connection simply comes down to how NBN utilise the existing network technology in connecting the nearest available fibre node to your specific premises.

HARDWARE

NBN compatible equipment will be required including a NBN router, Digital telephone system or IP Handsets. Devices such as Eftpos, Hicaps, Fax and alarms may operate using UNI-V or ATA, but please consult your device provider for their recommendations. The standard charges associated with the supply of NBN service do not include any additional network connectivity or equipment. Should you require assistance in sourcing, selecting, installing and configuring your service and equipment, we can provide pricing or recommendations based on your requirements.

MINIMUM TERM

The minimum term is 24 months.

ACTIVATION / CONNECTION FEES

A once-off activation fee(s) applies at: \$299.00

NBN BROADBAND PLAN INFORMATION

This plan includes the following call charges:

NBN Link-Download/Upload	Monthly Plan Fee	Estimated Download Achievable 80%
BASIC	\$59.00	9.6Mbps
STANDARD: 25/5	\$69.00	20Mbps
STANDARD+: 25/10	\$79.00	20Mbps
PREMIUM: 50/20	\$89.00	40Mbps
ELITE: 100/40	\$109.00	80Mbps

Disclaimer: Download Estimates are based NBN fixed line services. FTTN, FTTB & FTTC utilise existing copper infrastructure and may not achieve above estimates. If Speeds are not achieved, a downgrade to lower plan at no cost is available.

All plans are Un-Metered and include all charges within the Monthly plan Fee of the specified service. For the purpose of billing this service, Data usage is measured in Megabytes (MB), Gigabytes (GB) and Terabytes (TB), where 1,000 MB equals 1 GB and 1,000GB equals 1 TB.

Actual throughput speeds may be slower and could vary due to many factors including the type NBN connection (FTTP, FTTB, FTTC, FTTN, or HFC) or Fixed Wireless. Additional factors affecting speeds are: the source of content being downloaded, hardware and software/ Local area configuration, internal cabling, QOS parameters, the number of users simultaneously using the network, the performance of interconnecting infrastructure not operated by our upstream carrier. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. The Australian government has a mandate confirming speeds up to 25/5 for NBN services. FONET does have options for higher speed NBN services, but wishes to set realistic expectations to its business clients that the performance of these services will be within the below brackets due to the factors listed above.

- NBN 25Mbps/10Mbps: (25Mbps Download/ 5-10Mbps Upload)
- NBN 50Mbps/20Mbps: (25-50Mbps Download/ 5-20Mbps Upload)
- NBN 100Mbps/40Mbps: (25-100Mbps Download/ 5-40Mbps Upload) FONET fixed NBN speeds during business hours 8.30am- 5.00pm (Mon- Fri) do vary but are generally achieving 80% of the download bandwidth of the plan selected. Should your service not be achieving your required speed after installation, you can request to be downgraded to a lower plan speed at no cost. Speed tests are to be completed in isolation, directly from the FONET supplied router. For Further information on broadband services please go to: [Broadband Education Package](#)

INFORMATION ABOUT PRICING

The NBN Broadband Monthly Plan Fee (MPF) is the minimum amount you will pay every month per broadband plan regardless of usage and is set out as follows:

- Monthly Plan Fees are charge monthly in advance, and pro-rata applies.
- Total Minimum Cost per broadband plan is calculated as; Monthly Plan Fees multiplied by the Minimum Term. (Monthly plan fee 100/40 Mbps: \$109.00 * 24 Months) = \$2616.00, excluding additional requirement charges.
- If you wish to disconnect this service, the recurring Monthly Plan Fee is charged until the end of the billing cycle in which the service discontinued, and if still within minimum term, early termination fees will be applicable.

INCLUSIONS AND EXCLUSIONS

The MPF includes:

- All Download and upload usage via this service;
- One (1) Static IP Address per NBN Broadband service

The MPF does not include:

- Changes to your settings or configuration.
- Installation or relocation charges.
- Supply of additional software, hardware or equipment to operate and connect to this service.
- Maintenance, configuration, service or support of additional software, hardware or equipment connected to this service.

EARLY TERMINATION CHARGES

If you cancel your service within the contract term, we will charge you 50% of your contracted Monthly Plan Fee multiplied by the remaining months in your contract term.

EG: **100/40 Mbps: \$109.00/2 * Remaining Months**

Maximum Early Termination charges applicable to 100/40 Mbps service are: $\$109.00/2 * 24 = \1308.00 , excluding any connection or additional requirement charges.

If you relocate to a new location that does not have the same coverage for the supply of this service, early termination charges will also apply.

OTHER CHARGES

If you require us to perform some modifications, add features and order new service, charges may apply per request. Charges will vary depending on the type of the request. We will seek your approval before we conduct any work. Please contact us for further details.

AVAILABILITY

This service is not available everywhere and depends on availability of the National Broadband Network in your area. To check whether NBN is available at your location please use the following link:

<https://www.nbnco.com.au/learn/rollout-map>

FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out terms and conditions on which we provide our products and services to you.

GREEN BILLING

Because we are committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee. For paper billing or further information, please contact us via our website.

USAGE INFORMATION

For information about your usage levels, please contact us via our website.

PROMOTIONS AND DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service.

On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discounted offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, which will be provided to you.

CONTACTING US

We are an online, web-based company dedicated to excellence committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

WEBSITE DETAILS

www.fonet.au

COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)
PO Box 2070 South Melbourne VIC 3205

P 1300 036 638

E billing@fonet.com.au

We're here to help



Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue and should be an option of last resort.

You may contact the TIO directly by visiting www.tio.com.au or by calling 1800 062 058.