

# Business NBN

## Information About the Service

This service is a Business NBN service providing Internet access to the customer's premises. This product is available wherever access to the NBN network is available. Business NBN plans are available nationwide utilising FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technologies. The minimum contract term is 1 month.

The monthly plan fees include Internet access to the customer's premises via the nbn Network, a static IP address and optional hardware purchased or supplied by Vonex.

## Bundling Arrangements

This service is not conditional on any bundling arrangements, but Vonex does provide other telco services that can be included on one bill.

## Mandatory Components and Conditions

An nbn compatible modem/router is required in order to use the service. This is supplied by Vonex for free with 36 month contract terms or for a fee with 1 and 12 month contract terms. Otherwise, you may choose to provide your own. The type of hardware you need depends on the NBN technology. You must ensure the hardware chosen is appropriate and adequate for the intended purpose. In FTTC, FTTP and HFC areas, some equipment that is owned by nbn Co will need to be installed in your premises, if it isn't already, and a 240-volt power supply will be required.

Internal cabling is the customer's responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service.

The selected speed tier is the maximum possible download/upload speed (Mbps) that is available during off-peak periods. Actual speeds may be slower for a variety of reasons including congestion, location, local conditions, hardware, software and general traffic. A plan change may be requested at any time. Some legacy plans or special deals are excluded from this document but must adhere to these terms and conditions.

## Information About Pricing

| Plan        | Monthly Fee | Included Data | Speed Tier (Mbps) | Total Minimum Price |           |           |
|-------------|-------------|---------------|-------------------|---------------------|-----------|-----------|
|             |             |               |                   | 1 Month             | 12 Months | 36 Months |
| NBN 12/1    | \$60        | Unlimited     | 12/1              | \$60                | \$720     | \$2160    |
| NBN 25/5    | \$75        |               | 25/5              | \$75                | \$900     | \$2700    |
| NBN 25/10   | \$75        |               | 25/10             | \$75                | \$900     | \$2700    |
| NBN 50/20   | \$85        |               | 50/20             | \$85                | \$1020    | \$3060    |
| NBN 100/40  | \$110       |               | 100/40            | \$110               | \$1320    | \$3960    |
| NBN 250/25  | \$135       |               | 250/50            | \$135               | \$1620    | \$4860    |
| NBN 250/100 | \$199       |               | 250/100           | \$199               | \$2388    | \$7164    |

### Notes:

- 25/5 speed tier is for nbn Fixed Wireless technology only.
- No establishment fees apply.
- Service and plan availability is dependent on service qualification. Some higher speeds might not be available at your address and not all speed tiers are available in all locations.
- Hardware costs are dependent on contract term: 1 month: \$129, 12 months: \$97 and 36 months: \$0.

At the end of the contract term, the Vonex monthly charges will continue at the same rate.

If a non-standard installation is required, the costs quoted by nbn Co will apply. If a new or inactive copper pair is to be activated or installed, a \$299 installation charge may apply. If an additional nbn Connection Box is required, a \$270 subsequent installation charge may apply. If it is the first nbn connection at a new development site, a \$300 new developments charge will apply.

#### 4G Failover

For 4G backup solutions, the 4G Backup provides an alternative Internet connection (max. speeds up to 5Mbps) in the event of your NBN losing connection. This is an unmanaged service to ensure your critical services may still run during any downtime. The price for this service is \$10 on top of the monthly fee. An additional \$50 fee will be added if hardware is required.

#### Fibre Connect Program

Eligible locations are determined by nbn co. Vonex does not guarantee that the Fibre Connect Order will be successful.

When ordering Fibre Connect the Customer must select a plan that meets the minimum speed tier requirement:

- If the original service was nbn FTTN, the minimum speed tier is nbn100/40.
- If the original service was nbn FTTC, the minimum speed tier is nbn250/25.

If within twelve (12) months of the Fibre Connect Order being completed, the Customer requests a plan change that does not meet the minimum speed tier requirement, or Cancellation of the Service occurs for any reason including Reconnection or Relocation, a once off \$180 Fibre Connect Cancellation Fee will apply, due and payable immediately. The Fibre Connect Cancellation Fee is independent of any other Cancellation Fee that may apply for Cancellation of the Service prior to the Contract End Date. The existing Contract Term (if applicable) will carry over to the new Service on completion of the Fibre Connect Order.

## Early Termination Charges

If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

## Billing and Usage Information

Up to date usage of the service can be obtained at 'View My Bill' at [www.vonex.com.au](http://www.vonex.com.au) or contacting customer service on **1800 828 668** or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au).

All prices include GST. All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

## Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on **1800 828 668**, or email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) if you have any questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vonex.com.au/policies](http://www.vonex.com.au/policies).

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at [www.tio.com.au](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.