

# 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. Discounts are offered if this service is bundled with an eligible Vonex Voice product.

## 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, 12 and 24 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	Bundled Monthly Fee	Technology Availability	Speed Tier (Mbps)	Total Minimum Price			
					1 Month	12 Months	24 Months	36 Months
nbn 12/1	\$63	\$53	Fixed Line	12/1	\$63	\$756	\$1512	\$2268
					Bundle: \$53	Bundle: \$636	Bundle: \$1272	Bundle: \$1908
nbn 25/5	\$78	\$68	Fixed Wireless only	25/5	\$78	\$936	\$1872	\$2808
					Bundle: \$68	Bundle: \$816	Bundle: \$1632	Bundle: \$2448
nbn 25/10	\$78	\$68	Fixed Line	25/10	\$78	\$936	\$1872	\$2808
					Bundle: \$68	Bundle: \$816	Bundle: \$1632	Bundle: \$2448
nbn 50/20	\$88	\$78	Fixed Line	50/20	\$88	\$1056	\$2112	\$3168
					Bundle: \$78	Bundle: \$936	Bundle: \$1872	Bundle: \$2808
nbn 100/20	\$103	\$93	Fixed Line	100/20	\$103	\$1236	\$2472	\$3708
					Bundle: \$96	Bundle: \$1152	Bundle: \$2304	Bundle: \$3456
nbn 100/40	\$113	\$103	Fixed Line	100/40	\$113	\$1356	\$2712	\$4068
					Bundle: \$103	Bundle: \$1236	Bundle: \$2472	Bundle: \$3708
nbn 250/25	\$138	\$128	FTTP and HFC only	250/25	\$138	\$1656	\$3312	\$4968
					Bundle: \$128	Bundle: \$1536	Bundle: \$3072	Bundle: \$4608
nbn 250/100	\$177	\$167	FTTP only	250/100	\$177	\$2124	\$4248	\$6372
					Bundle: \$167	Bundle: \$2004	Bundle: \$4008	Bundle: \$6012

**Notes:**

- Fixed line technologies include FTTN, FTTB, FTTP, FTTC and HFC.
- 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, 24 months: \$65 and 36 months: \$0.
- Bundle discount is only available when bundled with an eligible Vonex VoIP service.

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.

**Bundling**

Bundled plans are only available when the nbn service is paired with an eligible Voice service, Voice Lite plans (PAYG) are not eligible to be bundled. Each discounted nbn Bundle Plan is only available with one corresponding Voice product and/or additional extensions. Cancellation of the voice service will forfeit the bundled plan and restore the service back to a standard nbn plan.

**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 of 100Mbps.

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.

## Service Cancellation

If the service is cancelled, the last monthly access fee is payable in full. If the service is cancelled prior to the contract end date a cancellation fee will apply. The maximum cancellation fee payable is 75% of the total of the remaining monthly access fees for the contract term.

If the service is successfully relocated to another address with Vonex, the cancellation fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with Vonex for any reason, including but not limited to, Vonex being unable to deliver a service at a new location, any applicable cancellation fee is payable in full.

## 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 unless otherwise approved by Vonex. The payment term is 14 days from the invoice issue date.

## 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.