

## nbn™ Business Broadband

<b>Service Description</b>	GigaComm's nbn™ broadband service uses NBNCo infrastructure (e.g. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver access to the internet to your premises.			
<b>Minimum term</b>	12 Months			
<b>Setup Fee (once off) (charge excl. GST)</b>	\$0			
<b>Minimum Monthly Charge (excl. GST)</b>	<b>Plan Name</b>	<b>nbn Speed Tier (down/up)</b>	<b>Minimum Monthly Charge</b>	<b>Total Minimum Cost (12 Months)</b>
	Business NBN 12	12/1 Mbps	\$77.27	\$927.24
	Business NBN 25	25/5 Mbps	\$86.36	\$1,036.32
	Business NBN 50	50/20 Mbps	\$95.45	\$1,145.40
	Business NBN 100	100/40 Mbps	\$104.54	\$1,254.48
<b>4G Backup Plans (excl. GST)</b>	<b>Plan Name</b>	<b>Monthly data inclusion</b>	<b>Minimum Monthly Charge</b>	<b>Total Minimum Cost (12 Months)</b>
	Lite	3GB	\$18.18	\$218.16
	Standard	5GB	\$27.27	\$327.24
	Plus	15GB	\$36.36	\$436.32
	Premium	30GB	\$45.45	\$545.40
	Extreme	60GB	\$54.54	\$546.48
<b>What is included?</b>	Features of this service include: <ul style="list-style-type: none"> <li>• Unlimited download/upload for all plans</li> <li>• Priority ticket handling from our local support team</li> <li>• Extended support coverage hours</li> </ul>			
<b>Early Termination Charges</b>	If you cancel your service within the contract period, you must provide 30 days' notice and you will be charged an Early Termination Charge equal to sum of the remaining months of your contract up to a maximum of \$220.			

## Information about this service

### Where is it available?

This service is available anywhere where the nbn has been rolled out.

GigaComm 4G backup plans are delivered using parts of the Telstra Mobile Network that covers 97% of the population with 4G and more than 98.8% of the population with combined 3G and 4G, covering 1.62 million square kilometres in Australia.

### What do I need to access the service?

Where applicable, NBNCo will need to install equipment on the outside and inside (near a power point) of your premises.

You will also need a nbn compatible Quality of Service (QOS) enabled router. This can be obtained from GigaComm at an additional cost.

HFC/FTTC and FTTP customers will need a nbn network connection device that will be provided free of charge by NBNCo.

### Important Note for FTTC, FTTB and FTTN customers:

- Following connecting to the nbn, all existing services over this copper phone line will cease to operate. This means that you need to transfer to an IP phone service or you will lose your current landline phone connection.

- You may find that one or more of existing phone sockets within your premises are disabled after connecting to the NBN.
- We strongly recommend taking our 4G backup service as a safety net for businesses during changeover to the NBN.

### Do I have to bundle anything with the service?

Bundling is not compulsory, however we strongly recommend taking out 4G backup service to ensure continuity of service in the case of an NBN fault.

### Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or your breach our "fair use" policy available on our website.

Battery backup is not included. Therefore, where there is a power outage, your data and linked voice services will be temporarily unavailable.

Central splitter for FTTB and FTTN in standard installations is not included.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the nbn™ Network Termination Unit. The cabling that is required in your premises beyond the Network Boundary Point and the provision of a suitable 240V AC power outlet is your cost and responsibility,

Once you take up a service on the nbn™ you cannot move back to services on the existing copper network.

## Information about Pricing

### Monthly Charges

Refer to above table.

### Excess Usage

GigaComm's nbn Business Broadband Internet is an unlimited internet service – there are no time restrictions and no excess usage charges. Our Fair Usage policy applies.

GigaComm's 4G Backup Plans have data included (listed above). If you exceed your 4G Backup Plan data usage limit, charges apply for the excess data. Excess data usage is charged at \$0.184 per megabyte (excl. GST) or part thereof.

### Equipment Fees

You may use your own router or we can provide you a NBN-ready router. Our routers with built in 4G backup capability cost \$250 (excl. GST) plus postage and handling. Postage and handling costs are \$25 and includes pre-configuration of your router.

### Service Installation

Standard installations for an existing NBN connection point are completed without charge to you.

Non-standard, additional or subsequent installations may incur additional fees. NBNCo will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first GigaComm bill.

If you are in a new constructed building and not already connected to the nbn, NBNCo may charge you a once-off New Development charge of \$300 (incl. GST).

### Other costs

If you bundle your broadband service with a phone service, your monthly costs may be different.

You may upgrade your speed tier once per month for free. If you upgrade your speed tier, the contract term will restart. If you downgrade your speed tier during your Fixed Term, you will be charged an Early Termination Fee.

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address, free of charge.

### Billing Date

Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

### First Bill Charges

Your first monthly invoice shows transactions for the following:

- Installation. The installation fee, and any payments you made to us prior to installation.
- Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
- Next period fees. The monthly fee for the next billing period.

### Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

## Other Information

### GigaComm Customer Contacts

#### New Sales Details

Contact our sales team on [info@gigacomm.net.au](mailto:info@gigacomm.net.au)

#### Support Details

Contact our support team on [support@gigacomm.net.au](mailto:support@gigacomm.net.au)

#### Billing Details

Contact our billing team on [billing@gigacom.net.au](mailto:billing@gigacom.net.au)

### Customer Complaints and TIO information

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.

You can contact GigaComm's complaint resolution team at [complaints@gigacomm.net.au](mailto:complaints@gigacomm.net.au)

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**.

For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)