nbn™ Business Broadband

Service Description	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.			
Minimum term	12 Months			
Setup Fee (once off charge incl. GST)	$0			
Minimum Monthly Charge (incl. GST)	**Plan Name**	**nbn Speed Tier**	**Minimum Monthly Charge**	**Total Minimum Cost (12 Months)**
	Basic 150GB	12/1	$70	$840
	Basic Unlimited	12/1	$85	$1,020
	Standard 250GB	25/5	$80	$960
	Standard Unlimited	25/5	$95	$1,140
	Plus 250GB	50/20	$90	$1,080
	Plus Unlimited	50/20	$105	$1,260
	Premium 500GB	100/40	$100	$1,200
	Premium Unlimited	100/40	$115	$1,380
4G Backup Plans (incl. GST)	**Plan Name**	**Minimum Monthly Charge**		
	Lite	$20		
	Standard	$30		
	Plus	$40		
	Premium	$50		
	Extreme	$60		
What is included?	● 1 Static IP address (IPv4 or IPv6) on all plans ● Unlimited download/upload for Basic Unlimited, Standard Unlimited, Plus Unlimited and Premium Unlimited plans ● For Basic 150GB, Standard 250GB, Plus 250GB and Premium 500GB plans, if you exceed your monthly data allowance, your service will be upgraded to an Unlimited plan until the end of your billing month and you will be charged an extra $20. ● Priority ticket handling from our local support team			
Early Termination Charges	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 the 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.

FTTC 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 all phone sockets within your premises are disabled.
● We strongly recommend taking our 4G backup service as a safety net for businesses during changeover.

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.

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 you 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^{tm} you cannot move back to services on the existing copper network.

Information about Pricing

Monthly Charges

Refer to the above table.

Excess Usage

For Basic 150GB, Standard 250GB, Plus 250GB and Premium 500GB plans, if you exceed your monthly data allowance, your service will be upgraded to an Unlimited plan until the end of your billing month and you will be charged an extra $20.

Equipment Fees

You may use your own router or we can provide you a NBN-ready router. Our routers with built in 4G backup cost is $275 plus postage and handling. Postage and handling costs are $25 and includes pre-configuration of your router.

Service Installation

Standard installations 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 newly 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 or your data allowance 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 the Early Termination Fee.

Billing Information

Billing Charges

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

Billing Date

Your bill is generated on the 25th of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated to the end of that billing cycle;
- The minimum monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurring items used during that 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

Support Details
Contact our support team on support@gigacomm.net.au

Billing Details
Contact our billing team on accounts@gigacomm.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

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