

Critical Information Summary

Information about the service

Service description

The Next Telecom NBN™ Unlimited Business Plan is an internet service provided over the National Broadband Network (NBN™) and is available in NBN™ enabled areas.

Hardware requirement

You will require an NBN compatible modem/router for this service.

Key details

This service is provided on a 12 month contract.

Your NBN™ Basic Speed plan includes unlimited data with typical business speeds listed on the following table. Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual

download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

In the case of NBN connections delivered using FTTH (fibre to the node) technology the distance you are from the node will affect maximum available speeds.

Standard installation requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper service.

Information about pricing

Monthly charge, minimum charge and unit pricing (All rates are ex GST unless otherwise specified.)

Plan	Monthly Charge	Included data	Cost per GB	Minimum Charge (12 months)	Typical Business Hrs Speed
25 Unlimited	\$75	Unlimited	n/a	\$840	21Mbps
50 Unlimited	\$80	Unlimited	n/a	\$960	43Mbps
100 Unlimited	\$100	Unlimited	n/a	\$1,200	89Mbps

*Ex. GST

Installation charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. NBN subsequent installation charge \$300 applies where more than one NBN service is connected at the same NBN address.

If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

Modem charge

A modem is not included with this service. Modem charges will be determined by the modem chosen by the customer.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. ETF is \$50 to disconnect at any time in the first 12 months. For full terms & conditions see the [Next Telecom Terms & Conditions](#)

4G Backup Option

To improve service reliability, 4G mobile data backup is optionally available with every NBN service. For an additional, one-off, installation charge of \$99.95 and monthly charge of \$20, a 4G backup service can be provided with 3GB of mobile data allowance. This is to maintain connectivity during a short outage. Additional data allowance can be made available. Refer to our 4G Mobile Broadband Plans. This service can only be made available within the Telstra 4G/3G mobile coverage area.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

Important: Billing for your NBN service will commence from the day that the NBN activation is completed by NBN™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Broadband speeds

Actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. We are unable to attain your maximum possible speeds using FTTN or NBN Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your NBN service, we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend to improve your speeds. If this does not improve things, we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 12-month contract without early termination penalty. We will require any modem supplied free of charge to be returned to us to avoid a hardware non-return fee.

We are here to help

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au>.

Spend management

A spend management tool is available to all Next Telecom customers free of charge via the member portal at www.nexttelecom.com.au > [My Account](#)

Other Information

For more information about different internet technologies and to determine what is right for you please see: <http://www.commsalliance.com/BEP>

Usage information

You can monitor your usage at <http://www.nexttelecom.com.au> > [My Account](#) or by calling us on **1300 00 NEXT** (1300 00 6398).

Service details

This Next Telecom NBN™ service is provided using the NBN Co. network. Next Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of January 2020.