

Critical Information Summary

nbn® broadband

(Business Plans)

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises.

Data Speeds	50/20 Business Entry	100/40 Business Essential	250/100 Business Enhanced	500/200 Business Elite	1000/400 Business Epic
Monthly Charge (ex GST)	\$89	\$109	\$209	\$319	\$429
Typical Download speeds (9am-5pm)	50Mbps	100Mbps	250 Mbps	480Mbps	600Mbps
Typical Upload speeds (9am-5pm)	15Mbps	30Mbps	80Mbps	160Mbps	330Mbps
Early Termination Charge	Months remaining X Monthly charge	Months remaining X Monthly charge	Months remaining X Monthly charge	Months remaining X Monthly charge	Months remaining X Monthly charge
Minimum Term	24mth	24mth	36mth	36mth	36mth

Information about the service

What is the service?

Untangled'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 broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/router (see "equipment fees" on next page)
- HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®

What is included?

Features of this service include:

- Unlimited data allowance
- Static IP address
- Email spam protection
- Priority ticket handling from our support team

Minimum term of the service

- 24 months for Entry and Essential plans
- 36 months for Enhanced, Elite and Epic plans (only available on Fibre To The Premises infrastructure)



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Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy

Information about pricing

Excess usage

There are no excess usage charges.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Untangled, but we can provide one if you prefer: router cost starts from \$480.

New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible costs

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.

If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor

Exit fees

There are exit fees for this service if the contract term is ended prematurely. Please refer to table on page 1 for details.

Other information

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1800 886 996, or lodge a fault via support@untangled.com.au.

Complaints

If you are not happy with your service, you can follow our dispute resolution process by contacting our support team at any time.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

Untangled

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