

Critical Information Summary nbn® Broadband

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

Data Included	50/20	100/40	1000/50	250/100	500/200	1000/400
Monthly Charge (ex GST)	\$89	\$109	\$149	\$149	\$199	\$299
NBNCO Infrastructure	All	All	FTTP, HFC	FTTP	FTTP	FTTP
Typical Business Download Speeds (9am to 5pm)	Best Effort Contention Ratio					
Typical Business Upload Speeds (9am to 5pm)	Best Effort Contention Ratio					
Early Termination Charge (ex GST)	Amount of months left in contract x monthly charge					
Minimum Term (Months)	24	24	24	36	36	36

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 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 50/20, 100/40 and 1000/50 plans
- 36 months for 250/100, 500/200 and 1000/400 plans

Qualifications

To obtain a service from us you must agree to our business terms and conditions.

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, available at [Terms of Services](#)

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 may provide your own router or purchase a professional router from Untangled. Cost would depend on the router option you choose: ranging from \$480 to \$1080.

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

· 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 \$300. It is your responsibility to arrange any relevant cabling through a licensed contractor.

Exit fee

If in contract, exit fee will be number of months left x monthly charge.

Downgrade fees

Modifications charges apply where a plan is revised to a lower plan. The charge is calculated as follows:
Reduction in monthly recurring cost x Remaining contract term.

Other information

Usage

You can check your usage via the online business portal.

Customer service

To address any concerns, please get in touch with us in the first instance. You can reach us at support@untangled.com.au or by calling 1800 886 996. Our team is eager to work with you to resolve any problems effectively.

Telecommunications Industry Ombudsman

In the event that the outcome of your concern is not to your satisfaction, you have the option to contact the Telecommunications Industry Ombudsman. They can be reached at 1800 062 058 and are available to assist with further resolutions.