

## TasmaNet nbn™ – Business Internet

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### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

nbn™ Fibre is part of the National Broadband Network internet service which uses the nbn optical fibre access network to deliver internet connection to your premises using (FTTP (Fibre to the Premises), FTTB (Fibre to the Building), FTTN (Fibre to the Node), FTTC (Fibre to the Curb) or HFC (Hybrid Fibre Coaxial) technologies.

#### AVAILABILITY AND REQUIREMENTS

This service is available to all eligible customers in a NBN Fibre service area. This service is not dependent on any bundling of services. You can check availability on [nbn@rollout map | nbn \(nbnco.com.au\)](mailto:nbn@rolloutmap.nbnco.com.au)

If your premises are in a NBN Fibre service area but are not already connected to the NBN, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device). The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device (NTD), which looks like a broadband modem. There will also be a separate power supply box.

FTTP: The NTD provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises, you will require an NBN ready Wireless Router. FTTN requires a VDSL router with VLAN 100. HFC requires Ethernet Router with VLAN 100.

To gain the full benefit of the NBN Fibre speeds you should have an NBN ready router. TASMNET can supply you with an NBN ready router at an additional cost or you can provide your own NBN ready router. For more information, please contact your sales representative on 1300 792 711.

#### MINIMUM TERM

TasmaNet nbn™ Business Internet services have no lock in contracts.

#### IMPORTANT CONDITIONS

nbn™ supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

### INFORMATION ABOUT PRICING

All usage is subject to the Fair Use policy. All dollar values include GST unless otherwise stated. Typical Business speeds are based on the download and upload speed test results of existing customers between 9am and 5pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

\*All plans include a single Static IP address at no extra charge. Static IP addresses are available on request and are subject to availability.

Selected plans include nbn enhanced SLA – Business Service Pro. For more information on this inclusion and its terms, please visit our website or speak to our sales team on 1300 792 711 [BUSINESS NBN™ SERVICE – ENHANCED SERVICE LEVELS | Field Solutions Group \(fieldsolutions-group.com\)](#).

# Critical Information Summary



## Monthly Plan Charges

Business Plan	Typical Business Speeds	*Included	Data Allowance <sup>#</sup>	Monthly Plan Charge	Total Minimum Charge <sup>^</sup>
<b>Business Standard 50/20</b>	48/16 Mbps	Static IP	Unlimited	\$89.95/month	\$89.95
<b>Business Fast Plus 100/40</b>	96/33 Mbps	Static IP	Unlimited	\$104.95/month	\$104.95
<b>Business Super-Fast Plus 250/100</b>	243/85 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$139.95/month	\$139.95
<b>Business Premium 500/200</b>	487/168 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$189.95/month	\$189.95
<b>Business Platinum 1000/400</b>	600/335 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$299.95/month	\$299.95

### SERVICE CANCELLATION AND EXIT FEES

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions Service. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

### SETUP FEE

There is no set up fee for service.

### GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

### OTHER FEES AND CHARGES

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Decline Fee, Sim Card Replacement fee, Hardware Replacement Fee. Refer to the Field Solutions Service Terms at: [www.tasmanet.com.au/legal](http://www.tasmanet.com.au/legal)

The Tasmanet Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The TASMASET Acceptable Use Policy is available to our website [www.tasmanet.com.au/legal](http://www.tasmanet.com.au/legal)

### NEW DEVELOPMENT FEE

nbn™ may charge a \$300 "new development fee" for the cost of delivering a connection/s to a new premises/development or dwelling.

### BUNDLE OPTIONS

Business customers can bundle a nbn™ enhanced fault rectification plan with selected eligible speed tiers to give them piece of mind if a fault does arise. For more information on Business Service Pro, Business Service Essentials, and Service Starter, for more information, please contact our sales team on 1300 792 711.

### EXCESS USAGE

No excess usage charges apply to these plans.

## OTHER INFORMATION

### INVOICES AND PAYMENT

TasmaNet nbn™ Business Internet services are billed monthly in advance. Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or you breach our terms and conditions, including our Acceptable Use policy. Full TasmaNet Terms of Service are available at [www.tasmanet.com.au/legal](http://www.tasmanet.com.au/legal).

### CUSTOMER SERVICE

You can contact our Service Desk on 1300 792 711 or by emailing [servicedesk@tasmanet.com.au](mailto:servicedesk@tasmanet.com.au). Service Desk operating hours and service status updates can be found at [Support | TasmaNet](#)

Fault notifications lodged outside of Service Desk operating hours will be actioned when the next business day commences unless a customer has purchased an optional enhanced Service Level Agreement (eSLA)

### DISPUTE RESOLUTION PROCESS

If you are dissatisfied with your service, you can contact us on [servicedesk@tasmanet.com.au](mailto:servicedesk@tasmanet.com.au) or follow the dispute resolution process outlined at [Support | TasmaNet](#)

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of the dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).