



# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

BusinessCo NBN Assure 4G provides asymmetrical high speed internet access via the National Broadband Network and full speed mobile 4G failover where Optus 4G network is available. The service comes with static IP addresses for both the NBN connection and the 4G mobile service, and unlimited data allowance each month. **Important Conditions:** 4G failover applies only if there is an event of an NBN outage or service fault. It is not to be used in the event of a CPE failure. BusinessCo reserves the right to suspend the 4G failover service if a breach of this usage is detected. The service is not to be used for load balancing or bonding.

### SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will deliver your service to the Network Boundary Point at your premises. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. NBN Co may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. If you choose to install a second service at the same premises, you will be charged \$297.

### HARDWARE REQUIREMENT

You will require a suitable NBN and 4G failover compatible modem/router for the service to work. If required, we can supply you with the required hardware at an additional cost. Please contact us on **1300 000 300** for further information.

### IMPORTANT CONDITIONS REGARDING SPEED

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 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 FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEES

	NBN ASSURE BIZ 50	NBN ASSURE BIZ 100	NBN ASSURE BIZ 250	NBN ASSURE PRO 250
ACCESS	\$109 /Mth	\$129 /Mth	\$139 /Mth	\$169 /Mth
ACCESS MOBILE BUNDLE	N/A	\$119 /Mth	\$129 /Mth	\$159 /Mth
INCLUDED DATA *	Unlimited	Unlimited	Unlimited	Unlimited
MAX DOWNLOAD	50Mbps	100Mbps	250Mbps	250Mbps
TYPICAL BH SPEED **	48Mbps	96Mbps	243Mbps	243Mbps
MAX UPLOAD	20Mbps	40Mbps	25Mbps	100Mbps
Full Speed 4G Failover	Yes	Yes	Yes	Yes
TERM	1 Month	1 Month	1 Month	1 Month

\* Subject to BusinessCo's Acceptable Use Policy. \*\* Typical BH (business hours) speed measures network speed to customer premises based on results from Measuring Broadband Australia. It is not a measure of customers' received in-premises speed.

### MOBILE BUNDLE TERMS

Discounted rate is only applicable when bundled with a mobile account under the same name. The mobile account must include at least one voice & data mobile service with a minimum data allowance of 20GB. Limit of one (1) discounted nbn service per mobile account.

### SERVICE AVAILABILITY

The service is subject to NBN availability at your premises.

### SET UP FEES and MINIMUM TOTAL COST

Set-Up Fees: \$29 Includes SIM Card and P&H. Minimum total cost: BIZ50 \$138, BIZ100 Bundle \$148, BIZ250 Bundle \$158, PRO250 Bundle \$188.

### CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period which commences on the 1st day of every month.

### MINIMUM TERM

Minimum term is one (1) month.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit [www.businessco.com.au/policies-legal](http://www.businessco.com.au/policies-legal)

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCo will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCo will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

### BILLING

BusinessCo will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCo's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

### PAYMENT METHOD

BusinessCo accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

### CONTACT US

BusinessCo is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.businessco.com.au/compliments-and-complaints](http://www.businessco.com.au/compliments-and-complaints)

If you are still not satisfied with the steps taken by BusinessCo to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCo and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.