



Critical Information Summary

Business NBN Connection

Information about NBN

- The National Broadband Network is a fibre to the home/business (FTTH) open-access network in planning. The NBN Fibre service is a broadband internet service which uses the Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

(Ref: http://en.wikipedia.org/wiki/Internet_in_Australia#National_Broadband_Network)

The service:

NBN service offers high speed broadband and phone services, via the National Broadband Network with a monthly included data allowance.

Mandatory components:

You will require a router to connect your NBN Fibre Broadband service. A preconfigured NBN modem will be shipped to you. Please contact us for further information.

Minimum term:

36 month minimum term.

Important conditions:

This service may not be available at your location. Please go to <http://www.nbnco.com.au/connect-home-or-business/check-your-address.html> or call us to find out if you can be connected to this service at your location. This service provides you with a static IP address.

Information about Pricing:

1. A service fee of **\$35** applies where the speed of the service is altered
2. Prices include GST
3. We reserve the right to withdraw this offer at any time
4. Pricing is subject to feasibility and capacity checks at the time of order
5. Pricing is applicable on AAPT infrastructure only
6. New Developments Charge apply to the first order submitted and completed on or after 1st April 2016 for an NBN service at a new development location serviced by NBN
7. Offer excludes phone
8. Basic setup: We ship you the preconfigured NBN modem
9. Full setup: if a tech is required onsite to setup your service

Early termination charges:

The remaining months of the contract will be requested as a final payment.

Other Information:

What is a Kilobyte <http://en.wikipedia.org/wiki/Kilobyte>

What is a Megabyte <http://en.wikipedia.org/wiki/Megabyte>

What is a Gigabyte <http://en.wikipedia.org/wiki/Gigabyte>

Inquiries, feedback and complaints:

We are committed to providing you with excellent service.

Please contact us by calling 03 98854655 or by sending an email to host@i.net.au.

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.