

Critical Information Summary – nbn[®] broadband

(High-Speed Business Plans)



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

Data Included	250/100	500/200	1000/400
Unlimited Minimum/Maximum Monthly Charge (ex. Gst)	\$165	\$199	\$249
Typical Business Download Speeds (9am - 5pm)	24Mbps	49Mbps	99Mbps
Typical Business Upload Speeds (9am - 5pm)	8Mbps	16Mbps	33Mbps
Early Termination Charge	\$165 x Months Remaining	\$199 x Months Remaining	\$249 x Months Remaining
Minimum Term (Months)	As per service order form	As per service order form	As per service order form

***All pricing is exclusive of GST**

Information about the service

What is the service?

UX Communications' nbn[®] broadband service uses NBNC's infrastructure (e.g. Fibre To The Premises) 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 that nbn[®] has rolled out Fibre to the Premise only - for more details please you can visit <https://www.nbnco.com.au/learn/rolloutmap>.

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:

- Gold eSLA – see eSLA CIS for more information
- Dynamic IP address
- Priority ticket handling from our support team.

Minimum term of the service

As specified on the service order form.

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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 available on our website.

Information about pricing

Excess usage

There are no excess usage charges.

Early Termination Fee

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied by the remainder of the contract term. To cancel a service UX Communications requires 30 days written notice from the authorised contact.

Set-up fee

Please review service order form to confirm any setup fees for your NBN service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from UX Communications, but we can provide one if you prefer: Speak to our team on 1300 000 892 to review your options.

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 charges

- You can increase 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 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.

Other information

Customer service

Our support team can help you with any technical support, account or sales questions. Just give us a call on 1300 000 892, or lodge a fault via [helpdesk.uxcommunications.com.au](mailto:helpdesk@uxcommunications.com.au) or email helpdesk@uxcommunications.com.au

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see our website or email management@uxcommunications.com.au.

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.

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For further information visit uxcommunications.com.au