



SipSolutions
The Network Revolution

CRITICAL INFORMATION SUMMARY

Business nbn™ Unlimited

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

SipSolutions nbn™ provides your business with an internet connection, delivered over nbn co's network.

DATA USAGE

Your plan includes Unlimited data. This means there are no excess usage fees, and your service will not be shaped

MINIMUM TERM

The minimum terms available on this plan are monthly, 12, 24 & 36 months.

WHAT'S INCLUDED AND EXCLUDED

Your SipSolutions nbn™ plan includes:

- 1 x Static IP Address
- An unlimited monthly data allowance
- 4G Router*Conditions Apply
- Onsite Technician Installation*Conditions Apply

AVAILABILITY

SipSolutions Business nbn™ is only available to ABN holders residing at premises located in live nbn™ areas, specifically for business use only (including for staff working from home).

INFORMATION ABOUT PRICING

Plan	Monthly Fee	Data Allowance	Setup Fee	nbn™ Speed Tier
Business NBN +	\$109	Unlimited	Included*	98Mbps/38Mbps
Business NBN Premium	\$109	Unlimited	Included*	249Mbps/87Mbps
Business NBN Ultra	\$129	Unlimited	Included*	498Mbps/174Mbps
Business NBN Max	\$149	Unlimited	Included*	875Mbps/339Mbps

INFORMATION ABOUT PRICING (cont...)

EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract.

RELOCATION FEES

Services relocating while in contract will be charged \$150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

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PRICING

All pricing in this document includes GST.

SERVICE AND PLAN CHANGES

Once you connect an nbn™ service, you won't be able to move your service back to the existing copper network. You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. Each plan change attracts a \$49 administration charge.

You must provide 30 days' written notice to us to disconnect a service.

SUBSEQUENT INSTALLATION FEE

A Subsequent Installation Fee of \$299 may also be charged by nbn co in the event sufficient infrastructure is not available or the service is being delivered alongside an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.

NEW DEVELOPMENT SURCHARGE

In April 2016, the federal government announced a New Developments surcharge of \$300, which applies to the first nbn connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

USAGE & PROMOTIONAL DISCOUNTS

Pricing on this Critical Information Summary does not take into account any promotional discounts or custom pricing. Fair Use and Acceptable Use Policies apply, which can be found on our website.

EQUIPMENT

You may use your own modem/router provided it is compatible with our service; however, this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers for purchase. *A standard 4G router is included with your selected plan over a 24-month contract. This does not include the 4G data SIM. A SIM can be supplied by FBT/SipSolutions, or you may use one of your own preference. Please note that internet speeds may vary depending on the carrier and environmental factors.

SETUP FEE*

NBN installation includes an onsite technician visit within the Greater Brisbane, Sunshine Coast, or Gold Coast areas. Additional charges may apply for installations outside these regions.

Please note: the onsite installation does not include any cabling work and assumes that the premises already have the required infrastructure in place to support the internet service.

OTHER INFORMATION

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on building management approval, site access and nbn technology type.

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SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

You will experience download speeds below 100Mbps on n100. Your speed will be particularly affected even further during peak usage times (10am to 3pm). Refer to the Key Facts Sheet: nbn Broadband document for more information relating to speeds on the nbn™ network.

For FTTN/FTTB/FTTC services, actual speeds will be confirmed following service activation. Speeds may be further impacted during co-existence period.

FTTN, FTTB, and FTTC services are limited to a maximum speed of **100/40 Mbps**. In some cases, these services may be eligible for an upgrade to FTTP, which would allow access to higher speed tiers.

WE'RE HERE TO HELP

If you have any questions, just call us on 1300 706 155 so we can serve you better or you can visit us at www.fbtgroup.com.au for additional information, including to access information about your usage of the service.

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