

Critical Information Summary – nbn® TC4 Services

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

| Data Included | 25/10 | 50/20 | 100/40 |
|--|-----------|-----------|------------|
| Unlimited Minimum Monthly Charge | \$80exGST | \$90exGST | \$110exGST |
| Unlimited Maximum Monthly Charge | \$80exGST | \$90exGST | \$110exGST |
| Average peak hour download speed (if known) | 24 Mbps | 43 Mbps | 86 Mbps |
| Early Termination Charge | \$0 | \$0 | \$0 |
| Minimum Commitment (Months) | 1 | 1 | 1 |

Information about the service

What is the service?

Network Technologies Queensland’s nbn™ broadband service uses NBNCo infrastructure (eg. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver broadband to your premises. This service provides typical busy period download speeds of 86 Mbps for fixed line services. Plans above 250/100Mbps will be shaped to 250Mbps down between 6pm and 12am

Where is it available?

This service is available anywhere where nbn has been rolled out - for more details please visit our website or call us on 1300 656 282.

<https://www.ntq.com.au/contact-us>

What do I need to access the service?

- Where applicable, NBNCo will need to install equipment on the outside and inside (near a power point) of your premises.
- You will also need an NBN-ready modem/router (see “equipment fees” on next page).
- FTTC customers only will also need an NBN network connection device provided free of charge by NBNCo.

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.

- You may find that all the phone sockets within your premises are disabled.
- We strongly recommend having a second line installed as a safety net for businesses during changeover

Minimum term of the service

This is a month-to-month service with no fixed term

What is included?

Features of this service include:

- Static IP address
- Priority ticket handling from our support team
- No data limits

Do I have to bundle anything with the service?

Bundling is not compulsory.

Qualifications

Please note that this service may be suspended 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



Internet



Data Networks



Colocation



IT Support



Voice



Hosted Services



Managed Services



Wireless

Excess usage N/A with this plan

Set-up fee

There is a one-off Set-up fee of \$300 for this service

Equipment fees

You don't have to purchase an NBN-ready modem/router from Network Technologies Queensland, but we can provide one if you prefer:

- Contact for price Modem/Router hardware
- \$65 ex GST/Month Managed Network
- \$15 ex GST Standard postage

New development fee

The NBNCo may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased

Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change 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 wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades
- If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$300 ex GST. It is your responsibility to arrange any relevant cabling through a licensed contractor.

Exit fee

There are no exit fees for this service

Usage

You can check your usage by contacting our friendly team.

Customer service

We have local Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 656 282, or email support@ntq.com.au. Please check our website for our current support hours

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.ntq.com.au/complaints-handling-process>

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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