

Smart NBN Business Critical Information Summary

Plan		Unlimited
Connection speed up to 25Mbps/5Mbps	Monthly charge (ex GST)	\$70.00
	Minimum charge for entire term (ex GST)	\$70.00
Connection speed up to 50Mbps/20Mbps	Monthly charge (ex GST)	\$85.00
	Minimum charge for entire term (ex GST)	\$85.00
Connection speed up to 100Mbps/40Mbps	Monthly charge (ex GST)	\$105.00
	Minimum charge for entire term (ex GST)	\$105.00
Connection speed up to 250Mbps/100Mbps	Monthly charge (ex GST)	\$205.00
	Minimum charge for entire term (ex GST)	\$205.00
Fixed Wireless only Connection speed up to 60Mbps/10Mbps	Monthly charge (ex GST)	\$85.00
	Minimum charge for entire term (ex GST)	\$85.00

peak or off peak restrictions on your use.

Mandatory components:

If your existing connection is non-standard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We can provide our selected router model for self-installation for an additional up-front cost. Extra charges apply for router installation and replacement. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device (NTD) or port on the provided router if selected. 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. Please contact us for further information. All bills are delivered by email and payment via Direct Debit from either a bank account or credit card is required.

Minimum term:

The service is month-to-month.

Network where available and an included data allowance. You can choose to have your speed reduced (shaped) to 256kbps once you used up all your included allowance or you can continue using the service at the same speed and pay excess data charges. There are no

Connection Fees

Upfront connection fee = \$0.

NBN Subsequent connection fee additional = \$297ex GST per service.

Information about the service

The Service:

Our **NBN Broadband** service offers post-paid asymmetrical internet interface speeds* up to 100/40Mbps** via the National Broadband

03 5177 8000

sales@smartel.com.au.com.au

<https://smartel.com.au>

Important conditions:

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade or downgrade your connection speed or plan allowance once per month. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$297.00 (inc GST) and this will appear on your first bill.

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 download and upload 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 from the node will affect maximum available speeds.

**In Fixed Wireless coverage areas, only up to 60Mbps/10Mbps options are available.

Information about pricing

Minimum monthly charge:

Please refer to table on previous page for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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.

Unit Pricing Information:

Please refer to table above for unit pricing information.

Telecommunications Industry Ombudsman (TIO):

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.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 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. Summary valid as of October 2021.

We're here to help. Please contact us by calling 03 5177 8000 or by sending an email to support@smartel.com.au if you have questions or would like to give feedback.

Enquiries, feedback and complaint

03 5177 8000

sales@smartel.com.au.com.au

<https://smartel.com.au>