

CRITICAL INFORMATION SUMMARY

nbn™ Plans – UNLIMITED 24 MONTHS



INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Power Networkx business nbn™ provides you with an internet connection, delivered over nbn co's network.

Minimum Term	24 Months
Included Call Value	N/A – Broadband data only. Talk to us about our competitive SIP and Cloud PBX packages.
Included Data & Excess Usage	These plans include Unlimited Data. This means there are no excess usage charges and the service will not be shaped.
Bundles Requirements	These plans do not require bundling with another service.
Plan Limitations	Once you connect to the nbn™, you will not be able to move your service(s) back to the legacy copper network.
Modem Options	A Power Networkx Modem is included with this plan.

INFORMATION ABOUT PRICING

PLAN DETAILS

	nbn™ Standard	nbn™ Essentials	nbn™ Premium	nbn™ Elite Pro	nbn™ Super	nbn™ Ultimate
Minimum monthly charge	\$79	\$89	\$109	\$179	\$329	\$439
Minimum cost over term	\$1,896	\$2,136	\$2,616	\$4,296	\$7,896	\$10,536
NBN Speed Tier*	nbn 25/10Mbps <i>Typical Busy Period Speeds</i> 21Mbps	nbn 50/20Mbps <i>Typical Busy Period Speeds</i> 45Mbps	nbn 100/40Mbps <i>Typical Busy Period Speeds</i> 91Mbps	nbn 250/100Mbps <i>Typical Busy Period Speeds</i> 226Mbps	nbn 500/200Mbps <i>Typical Busy Period Speeds</i> 490Mbps	nbn 1000/400Mbps <i>Typical Busy Period Speeds</i> 800Mbps
Ideal For	<ul style="list-style-type: none"> Basic business applications Email Web Browsing 	<ul style="list-style-type: none"> Basic business applications Email and Web Browsing High Definition (HD) Video streaming and conferencing 	<ul style="list-style-type: none"> Basic business applications Email and Web Browsing Up to 4K video streaming and conferencing Making and receiving phone calls through VoIP 	<ul style="list-style-type: none"> Uploading and downloading large files Smooth, uninterrupted use of business-critical applications 4K video streaming and conferencing on multiple calls Multi-line connectivity through business voice services including VoIP 	<ul style="list-style-type: none"> Fast downloading and uploading of large files High usage of business-critical applications 4K/8K video streaming and conferencing for large teams Multi-line connectivity through business voice services including VoIP Cloud computing 	<ul style="list-style-type: none"> Super-fast downloading and uploading of large files Very high usage of business-critical applications 4K/8K video streaming and conferencing for entire offices Multi-line connectivity through business voice services including VoIP Collaborative cloud computing on a high number of devices

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ADDITIONAL CHARGES

Basic Setup	\$0
Subsequent Install 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 along-side 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 Developments Surcharges	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.
Plan Changes	You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. You must provide 30 days' written notice to us to disconnect a service.
Mobile Broadband Backup Sim	The Business Modem is pre-configured for self-installation and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (up to 25/5 Mbps) and Internet telephony calls when your fixed Internet service has failed or is pending activation (not available in all areas).
Maximum Early Termination Fee	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.

OTHER INFORMATION

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 25Mbps on nbn™ Standard, below 50Mbps on nbn™ Essentials and below 100Mbps on nbn™ Advanced / Premium and below 250Mbps on nbn™ Elite. Your speed will be particularly affected even further during peak usage times (7pm to 11pm). Refer to the Key Facts Sheet: nbn Broadband document for more information relating to speeds on the nbn™ network.

For FTTN/FTTB services, actual speeds and eligibility will be confirmed following service activation. nbn™ Advanced is not available on nbn™ Fixed Wireless. Not all speeds greater than nbn™ Essentials are available at all premises. Speeds may be further impacted during co-existence period.

nbn™ Elite is only available on FTTP locations.

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.

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). 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.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

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