Telstra Business Fibre by Power Networx

Standard & Premium • 36 or 60-month term • 200 Mbps to 10 Gbps • Prices exclude GST

MINIMUM TERM	MINIMUM MONTHLY CHARGE	DATA ALLOWANCE	STANDARD INSTALLATION
36 or 60 months	**$379** to $2,899	**Unlimited**	**$0** on 36 or 60 months

INFORMATION ABOUT THE SERVICE

Telstra Business Fibre by Power Networx is a business-grade, symmetrical fibre internet service delivered over Telstra fibre infrastructure directly to your premises. It is a broadband data service only — ask us about our SIP and Cloud PBX voice packages.

Included	1 x static IP address · Symmetrical speeds · Unlimited data · 99.90% uptime commitment
Class of Service	**Standard:** best effort — speeds are not guaranteed and may be lower during busy periods. **Premium:** full plan speed committed (1:1) up to the Network Terminating Device at your premises — best for voice, video and business-critical applications.
Availability	Available to ABN holders at a fully qualified address. Prices below apply to Route Type 1 (RT-1) sites. For Route Types 2–4, speeds of 200 Mbps to 1 Gbps are available at a price quoted on application.

MINIMUM MONTHLY CHARGE AND MINIMUM TOTAL COST

Standard	200 Mbps	500 Mbps	1 Gbps	2 Gbps	5 Gbps	10 Gbps
36 months Install $0	**$399** Min. total $14,364 FIBR2101	**$439** Min. total $15,804 FIBR2102	**$659** Min. total $23,724 FIBR2103	**$1,019** Min. total $36,684 FIBR2108	**$1,599** Min. total $57,564 FIBR2109	**$2,449** Min. total $88,164 FIBR2110
60 months Install $0	**$379** Min. total $22,740 FIBR2105	**$409** Min. total $24,540 FIBR2106	**$609** Min. total $36,540 FIBR2107	**$939** Min. total $56,340 FIBR2111	**$1,499** Min. total $89,940 FIBR2112	**$2,349** Min. total $140,940 FIBR2113

Premium	200 Mbps	500 Mbps	1 Gbps	2 Gbps	5 Gbps	10 Gbps
36 months Install $0	**$499** Min. total $17,964 FIBR2800	**$549** Min. total $19,764 FIBR2801	**$859** Min. total $30,924 FIBR2802	**$1,199** Min. total $43,164 FIBR2803	**$1,899** Min. total $68,364 FIBR2804	**$2,899** Min. total $104,364 FIBR2805
60 months Install $0	**$469** Min. total $28,140 FIBR2806	**$499** Min. total $29,940 FIBR2807	**$789** Min. total $47,340 FIBR2808	**$1,099** Min. total $65,940 FIBR2809	**$1,799** Min. total $107,940 FIBR2810	**$2,799** Min. total $167,940 FIBR2811

Minimum total cost = minimum monthly charge × term, with standard installation waived. It excludes any build charges, complex installation or optional equipment, which are quoted and approved by you before your order proceeds.

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ADDITIONAL CHARGES

Installation	The basic installation charge of $5,000 is waived in full on a 36 or 60-month term. It covers standard setup in business hours (9am–5pm, Monday to Friday, excluding public holidays). Complex or non-standard installations are quoted separately.
Build charges	If there is not enough infrastructure at your site, extra works may be needed. This can only be confirmed once the order is placed, and we will get your consent before proceeding. If we identify a build charge before the carrier accepts the order, you can withdraw at no cost. If it is identified after the carrier has started works (such as site surveys or build design), a withdrawal fee will be quoted. Works may be contestable (you may use a third-party licensed technician) or non-contestable (carrier technicians only).
Order withdrawal	Withdrawing after the order is accepted but before it is completed incurs a withdrawal charge, quoted at the time. Depending on how far the order has progressed, this may be up to the full early termination fee.
Plan changes	You may upgrade your speed once per month during the minimum term. Speed downgrades and changes from Premium to Standard are not available during the minimum term.
Relocation	Relocations within the same building are price on application. Relocating to a different building while in contract incurs the full basic installation charge ($5,000) plus any build costs, and the service is recontracted at the new site for the same minimum term.
Maximum early termination fee	If you cancel, or your service is disconnected for any reason within the minimum term, you will be charged an Early Termination Fee equal to your minimum monthly charge multiplied by the months remaining in your contract. Any waived or discounted installation ($5,000) and hardware charges also become payable at the full rate. You must give us 30 days' written notice to disconnect.

OTHER INFORMATION

Connection timeframes

Typical installations take 6 to 18 weeks, depending on the work required. Timeframes can be affected by civil and on-site works, building management approval, site access and events outside our control. We will keep you updated throughout your order. Longer lead times may apply to non-standard installations.

Equipment

A router is not included. You can use your own compatible router (you are responsible for its setup and management) or buy one from us — ask us for current pricing and approved models.

Faults

An Incorrect Callout Fee or Fee for Service may apply if a technician finds no fault, the fault is with your own equipment or network, or the technician cannot access your premises at the arranged time.

Pricing and promotions

All prices exclude GST (add 10% for the GST-inclusive price) and do not include any promotional offers. Any promotional or custom pricing will be shown on your quote.

Service speeds

Speeds can be affected by network utilisation, your equipment and software, internet traffic and fibre transmission overheads. Premium committed speeds apply only up to the Network Terminating Device at your premises.

Acceptable use

Services are for your own business use and may not be resupplied, resold or used to connect data centres unless agreed in writing.

Billing

We bill the minimum monthly charge in advance. Your first bill includes a part-month charge from your start date to the end of that billing cycle, plus the next month in advance.

We're here to help

If you have any questions or need assistance, call us or visit our website so we can serve you better.

Complaints

You can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or at www.tio.com.au.

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