



Business NBN

Critical Information Summary

DEVELOPED BY
THE UPLINK TELECOM
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Critical Information Summary

This Summary may not reflect any discounts or promotions which may apply from time to time.

		Business NBN 12/1	Business NBN 25/5	Business NBN 50/20	Business NBN 100/40	
Monthly Charge		\$65.00	\$75.00	\$95.00	\$115.00	
Minimum Cost	Month to Month	\$364.00	\$374.00	\$394.00	\$414.00	
	12 Months	\$879.00	\$999.00	\$1239.00	\$1479.00	
	24 Months	\$1560.00	\$1800.00	\$2280.00	\$2760.00	
4G Backup Monthly Charge (Optional)		\$15.00 (Download Limit 50GB)				
Static IP Address Monthly Charge (Optional)		\$5.00				
Monthly Data Allowance		Unlimited Upload and Downloads, subject to Fair Use Policy				
Service set up and Modem Fee Month to Month		\$299.00				
Service set up and Modem Fee 12 Month Term		\$99.00				
Service set up and Modem Fee 24 Month Term		\$0.00				
What's Included		A broadband service on the NBN network available at your premises, a dynamic IPV4 address and a pre-configured modem.				
What's Not Included		A phone connection or calling features. You need to opt for an optional voice service. Phone Handset is not included. Static IP and 4G backup are optional.				
Optional Voice Service (NBN Compatible Handset Required.)	Plans	Monthly Fees	Local calls	National Calls	Mobile Calls	13/1300 Calls
	PAYG	\$5.00	\$0.15 per call	\$0.15 per call	\$0.15 per min	\$0.40 per call
	Unlimited	\$30.00	Unlimited	Unlimited	Unlimited	\$0.40 per call
Maximum Early Termination Charges		<ul style="list-style-type: none"> Early termination fees are charged as \$8.00 X (No of Remaining Months) on a 24 Month Contract. Early termination fees are charged as \$15 X (No of Remaining Months) on a 12 Month Contract. 				

*All prices above are inclusive of GST.

Information about the service

Service availability

Service may not be available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You will be notified if this happens and if you're not satisfied you can cancel your order free of charge.

Broadband speeds

An NBN service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Broadband speeds vary due to several factors, including:

- Type of technology available at your address
- Any NBN™ Speed Add-ons you may have purchased
- Network capacity
- Set up at your site (such as location of your modem and how the internet is used in your premise)
- Whether your device is connected by Wi-Fi rather than Ethernet cable
- Your hardware and software configuration
- The source and type of content downloaded
- The number of users and performance of interconnecting infrastructure not operated by The Uplink Telecom

For further information, go to www.theuplink.com.au/important-documents/ and to check what NBN technology is available at your address visit www.nbnco.com.au

Mobile Broadband Backup

You have an option to choose 4G mobile broadband as a backup for the NBN failover. The Mobile Broadband Back up can only be used with the Uplink Telecom 4G enabled modem. If there is an outage of the broadband service, you will still have access to the internet via the mobile broadband back up service. Some services may not work in back-up (e.g., services hosted on-premises when Static IP is in use).

Optional Voice Service Plan

An optional Voice Service Plan is available with the NBN service. This Voice Service does not include a handset. Handsets are available from The Uplink Telecom at an additional cost. Subject to Fair Use Policy. Not for use by call centres, telemarketers, auto diallers or other robots. Your Voice Service is on a month-to-month plan, if you cancel a month-to-month contract, we will disconnect the service at the conclusion of the month in which you cancel the service and cease billing for that service. If you cancel your NBN Service, your Voice Service will also be cancelled. The Minimum Charge for the NBN Service and the Voice Service combined will increase by the value of the Voice Plan you select.

Hardware

We will provide you with a Modem that supports voice services. If you have opted for a Mobile broadband backup, then we will supply a Modem which is compatible with the 4G failover. We recommend you consider additional security options to suit your network environment and business needs. As no service can provide a guaranteed 100% up time, we recommend that you maintain an alternate service as a backup if your NBN service is critical to your business.

Other charges

In addition to the monthly charge, you may pay the following connection, equipment, and installation charges:

- Standard Professional Installation: \$240 if a technician visits your premises.
- Connecting to the NBN network: NBN Co charges \$300 for first-time connections in new developments. We'll let you know if this applies to you and include it on your bill.
- Non-standard installations: Additional charges apply for non-standard installations such as complex or remote area installations and additional connection points may be charged by NBN Co; we will endeavor to advise you of these in advance. These charges will be billed on your invoice.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service, or reducing its speed.

Changing your Plan

You can change to another eligible plan once a month during your minimum term without re-contracting or paying Early Termination Charges (ETC). But if you downgrade your plan there will be a plan change fee of \$20.00 one off charged on your next invoice. However, if you cancel within your 12 or 24-month minimum term, an ETC as stated in the plan table above will apply.

Moving to the NBN network

Your contract could overlap with the rollout of the NBN network. Contact us if you wish to transfer to The Uplink Telecom on the NBN network. If you don't, we'll continue to provide your service up until the date on which your current service is disconnected as required by law. We will endeavour to contact you to advise you of the disconnect date of your existing non NBN service, however it is your responsibility to ensure you take action to ensure you have a service after the current service is disconnected. During the provisioning and installation processes, you may receive several messages from ourselves and NBN Co, it is important that you respond to these messages if asked to, as failure to do so may result in a delay to the installation of your service. Someone over the age of 18 must be present at the premises during the installation of your service. Whilst we endeavour to reduce any time without a service to the minimum, some period without a service may occur because of events beyond our control.

NBN satisfaction guarantee

If you are moving to the NBN network for the first time and you're not happy with your NBN services for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your NBN services without penalty. We'll even refund your monthly plan fee for that first month.

Service limitations and important information - nbn Network

If you have any critical equipment that runs over your fixed phone that you haven't told us about in your order, we may still be able to connect it to the nbn network. Please note we take no responsibility for the equipment working over the nbn network and you should always check with your provider first before having your services cutover. This includes alarm services, which won't work over the nbn network when the power goes out. If your connection is provided over Hybrid Fibre Coaxial (HFC) you can connect and use up to a maximum of 3 separate lines.

Other nbn network connections can connect and use up to a maximum of 10 separate lines, whether they're calls you receive or calls you make (e.g., phones, fax, or EFTPOS lines). You'll need to take up a separate plan for each phone line. If you have an existing service on the copper network and you switch to the nbn network service, you'll need to cancel your existing copper service and you won't be able to switch back.

Power outage

Your nbn service needs mains power to work, so if the power goes out, you won't be able to use your nbn service (including to make and receive calls). If you need an uninterrupted phone service, we recommend that you have another service, like a mobile, and if you have a back to base alarm system, we recommend you speak to your monitoring service provider about mobile backup before you move across to the nbn network.

Understanding my bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Need help? We're here for you.

Visit https://www.theuplink.com.au/contact_us.php or call 1300280140 for our support options.

Complaints

If there's something you're not happy with and you wish to make a complaint, call 1300 280 140. We like to make every attempt to resolve any issue, but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

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