



CRITICAL INFORMATION SUMMARY:

## Business NBN Fibre

### Information About The Service

The NBN Fibre service is a broadband Internet service which uses the NBN Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your premises.

#### Requirements & Availability

The NBN Fibre service is only available within an NBN Fibre service area. Unless your premises is already connected to the NBN Optical Fibre Access Network, you will need to be connected to the NBN Optical Fibre Access Network. Standard installations are done without charge to you. Non-standard installations may require you to pay charges.

You will require an NBN ready router to connect to your NBN Fibre services. If you don't already have one, TransACT can sell or rent you a suitable device at an additional cost.

#### Minimum Term

NBN Business Fibre plans are available on a 12 or 24 month term. A 24-month agreement gives you a \$0 cost activation fee and access to discounted hardware.

#### Included Features

There are a range of value-added features with the TransACT Business NBN Fibre plans, with further details on the website;

<b>Anytime quota</b>	<b>1GB Webspace</b>	<b>20 email addresses</b>	<b>Static IP</b>
<i>Uploads not counted towards quota</i>	<i>No Excess quota usage charges</i>	<i>Data packs</i>	<i>24/7 Customer service</i>

### Information About Pricing

#### Monthly Charges

TransACT Business NBN Fibre plans are available as standalone or bundled with Phone (Netphone).

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Total Minimum Price (12 Month contract)	Unit Cost 1GB of data included in plan
NBN Business Fibre 1 (25/10)	50GB	\$69.95	\$69.95	\$919.35	\$1.40
NBN Business Fibre 1 (25/10) with Phone	50GB	\$79.95	\$79.95	\$1,039.35	\$1.60
NBN Business Fibre 1 (50/20)	50GB	\$79.95	\$79.95	\$1,039.35	\$1.60
NBN Business Fibre 1 (50/20) with Phone	50GB	\$89.95	\$89.95	\$1159.35	\$1.80
NBN Business Fibre 1 (100/40)	50GB	\$84.95	\$84.95	\$1099.35	\$1.70
NBN Business Fibre 1 (100/40) with Phone	50GB	\$94.95	\$94.95	\$1219.35	\$1.90
NBN Business Fibre 2 (25/10)	250GB	\$89.95	\$89.95	\$1159.35	\$0.36
NBN Business Fibre 2 (25/10) with Phone	250GB	\$99.95	\$99.95	\$1279.35	\$0.40
NBN Business Fibre 2 (50/20)	250GB	\$99.95	\$99.95	\$1279.35	\$0.40
NBN Business Fibre 2 (50/20) with Phone	250GB	\$109.95	\$109.95	\$1399.35	\$0.44
NBN Business Fibre 2 (100/40)	250GB	\$104.95	\$104.95	\$1339.35	\$0.42
NBN Business Fibre 2 (100/40) with Phone	250GB	\$114.95	\$114.95	\$1459.35	\$0.46
NBN Business Fibre 3 (25/10)	500GB	\$109.95	\$109.95	\$1399.35	\$0.22
NBN Business Fibre 3 (25/10) with Phone	500GB	\$119.95	\$119.95	\$1519.35	\$0.24



NBN Business Fibre 3 (50/20)	500GB	\$119.95	\$119.95	\$1519.35	\$0.24
NBN Business Fibre 3 (50/20) with Phone	500GB	\$129.95	\$129.95	\$1639.35	\$0.26
NBN Business Fibre 3 (100/40)	500GB	\$124.95	\$124.95	\$1579.35	\$0.25
NBN Business Fibre 3 (100/40) with Phone	500GB	\$134.95	\$134.95	\$1699.35	\$0.27
NBN Business Fibre 4 (25/10)	1000GB	\$129.95	\$129.95	\$1639.36	\$0.13
NBN Business Fibre 4 (25/10) with Phone	1000GB	\$139.95	\$139.95	\$1759.35	\$0.14
NBN Business Fibre 4 (50/20)	1000GB	\$139.95	\$139.95	\$1759.35	\$0.14
NBN Business Fibre 4 (50/20) with Phone	1000GB	\$149.95	\$149.95	\$1879.35	\$0.15
NBN Business Fibre 4 (100/40)	1000GB	\$144.95	\$144.95	\$1819.35	\$0.14
NBN Business Fibre 4 (100/40) with Phone	1000GB	\$154.95	\$154.95	\$1939.35	\$0.15

- The Total Minimum Price on a 12 month contract is the standard \$79.95 activation fee plus 12 months of plan rental.
- The Total Minimum Price on a 24 Month contract is 24 months of plan rental.

#### Setup Fee

Your Business NBN activation fee will vary depending on your choice of contract.

Service	12 month contract	24 month contract
NBN Business Fibre	\$79.95	\$0

#### Excess Usage

There are no automatic excess usage charges on Business NBN Fibre plans, instead traffic beyond the included data quota will be slowed to 512kbps/512kbps.

#### Early Termination Charge

If you cancel your service during the initial 12 month contract period, there is no early termination fee on the NBN Fibre plan. If cancel your service during the initial 24 month contract period, there is an early termination fee of \$79.95 on the NBN Fibre plan. If you took out a contract on hardware or received discounted hardware at the time you applied for your NBN Fibre plan the associated terms, fees and guarantees for this hardware will be applicable.

## Other Information

#### Usage Information

Customers can obtain information on their Business NBN Fibre usage information at [www.transact.com.au/en-ACT/MyTransACT/](http://www.transact.com.au/en-ACT/MyTransACT/)

#### Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 60** or by lodging a ticket on our website at <https://www.transact.com.au/MyTransACT/account-enquiry>.

#### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [https://iihelp.TransACT.net.au/Complaints\\_escalation\\_process](https://iihelp.TransACT.net.au/Complaints_escalation_process)

#### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)