

# Onsite Telco NBN

## Critical Information Summary

### Description of the Service

Onsite Telco Business NBN provides your business with an internet connection on various NBN Technologies over the NBN Co Network which is available to your premises. Our plans offer speeds up to 1000/50Mbps with an unlimited data allowance (fair usage policy applies)

### Minimum Term

Onsite Telco Business NBN on **12/24/36 months** (Term) plan

### INFORMATION ABOUT PRICING ONSITE TELCO BUSINESS NBN

	NBN 25 FAST	NBN 50 FASTER	NBN 100 FASTEST
Monthly Cost	\$85	\$100	\$125
Speed (up to mbps)	25/5	50/20	100/40
Monthly Data Allowance	Unlimited		
New Service Set up Fee	\$99 once off		
<b>Minimum Cost</b>			
12 Months	\$1119	\$1299	\$1599
24 Months	\$2139	\$2499	\$3099
36 Months	\$3159	\$3699	\$4599
<b>Add-On options</b>			<b>Monthly Cost</b>
4G Back-Up			\$20
NBN and 4G Modem & Setup			\$25*

\*\$25.00/month includes your NBN modem, 4G Backup Device, configuration and basic installation at your site. Additional fees may be applicable, depending on the complexity of your site & cabling requirements etc.

### Ad-On Options

Onsite Telco Business NBN plans have additional products & services available in addition to the basic access plans listed above. Our Telco Specialist will work with you to ascertain what services or add-ons may be beneficial to your business.

### 4G Back-Up

If you choose to take up the 4G Back-Up Option, this will only work in areas with sufficient 3G or 4G coverage. 4G back-up is only available to customers choosing to purchase a compatible modem from Onsite Telco. Back-up speeds are permanently shaped at 10/2

This service is also unlimited. It is however, restricted for use as a backup option only in times of NBN failure. It will be closely monitored for any usage outside of this scenario. Should the service be seen to be used externally, or when NBN is still in operation, Onsite Telco reserves the right to apply reasonable additional charges.

### Plan Changes

Your Onsite Telco Business NBN plan includes Unlimited Data. This means you will never incur additional usage fees, and your service will not be subject to network shaping. You will enjoy the full speed your plan includes, subject to NBN Co's network.

### Pricing

Onsite Telco NBN Business plans have three different speed tiers available. The speeds indicated in the table below are the maximum up to speeds that can be achieved on the given plans. The actual speed you experience is subject to several factors. Please refer to the section under Service Speeds for further information.

### NBN Availability

Onsite Telco Business NBN is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN or CAN. The site address for connection must have availability to connect to the NBN Co's network utilising fixed or wireless connection types (FTTN, FTTC, FTTP, FTTB, HFC & FW). It is not available to site addresses serviceable by SkyMuster Satellite.

### Minimum Support Requirements

To access an Onsite Telco Business NBN connection, you need a compatible NBN modem. You may be able to re-use your existing device, or you may need to purchase a new device. If you are unsure of the compatibility of your existing device, please speak to our team.

### Exit Fees

If you cancel your Onsite Telco Business NBN service, or it is disconnected, Early Termination Fees (ETF) may be applicable. This fee is calculated as your monthly access fee, combined with any add-on features, multiplied by the months remaining in your termed contract plus any other usage or outstanding balance. You must provide 30 days written notice to us to disconnect a service.

### New Development Surcharge

In April 2016, the Federal Government announced a New Development Surcharge of \$375. This fee applies to the first NBN connection at certain premises. This surcharge is charged directly to Onsite Telco and is passed on to you at cost. This cost is not included in any minimum in the pricing table above and cannot be waived.

## Service Speeds

Any speeds mentioned are only an indication of what you may experience on your service. Your NBN 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 plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises. Your speed will be particularly affected even further during peak usage times (typically between 10am and 3pm). Refer to the Key Facts Sheet: NBN Broadband document for more information relating to speeds on the NBN network.

## Installation Cost

There is standard or non-standard installation required depending on complexities. We will charge you professional installation plus any hardware required. This will be discussed and agreed prior to service activation.

## Monthly Billing

We will bill you in advance for the minimum monthly charge and features, and in arrears for calls (if applicable) along with any other fees involved such as setup, connection, or hardware fees. All accounts require a Direct Debit from either a bank account or credit card. Our standard method for billing is via email. Paper billing is available with a monthly cost of \$5.

## Connection Timeframes

Each Onsite Telco NBN Business connection requires work to be completed by either NBN Co directly, or one of their registered partners. Additional cabling work may be required to finalise the termination of the NBN network at your premises. These requirements will only be known after an NBN technician has attended the site. Additional work may be required at your premises to allow this connection to be finalised. Any additional work required is at your expense. In the event additional work is required, you can engage any service agent of your choosing. If you would like us to recommend an agent to you, please let us know, and we will refer you to one of our preferred partners.

## Promotional Discount

Pricing included in this Critical Information Summary does not consider any promotional discounts or custom pricing that may be applied by us.

## Relocation Fees

If you relocate your service while under contract, you will be charged a once-off relocation fee of \$150. Your service contract will renew at the new premises for a further 24 months. You will not be charged an Early Termination Fee under this circumstance. In the event NBN or any other alternative options are not available at your new premises, you will be charged 50% of the Early Termination Fees.

## Service and Plan Changes

If you are migrating an existing ADSL Connection to an Onsite Telco NBN Business plan, it is important to note that you will not be able to move back to your previous copper network in any circumstance. During your minimum term, you can move to a higher speed plan, however you will be unable to move to a lower speed plan than which you connect to initially. All plan changes incur a once-off \$50 administration charge.

## Subsequent Installation Fee

If your site already has an active NBN connection with any provider, and this service is an additional connection, then a subsequent installation fee of \$299 may be charged by NBN Co, at their discretion. This is likely if sufficient infrastructure is not available for the service being delivered alongside an existing active NBN connection at the same location. This cost is charged direct to Onsite Telco and is passed onto you at cost. This cost is not included in any minimum costs including the pricing table above and cannot be waived.

## Fair Use Policy

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

## Other Useful Information

Fair Use Policy Applies. High Volume Telemarketing is prohibited on this service. Additional call charges may be incurred for unreasonable outbound call volumes.

### **Customer Service**

We have an experienced team who can help you with any sales, account or technical support during business hours. Give us a call on 08 9792 5577 or email us at [telco@onsitecomputers.com.au](mailto:telco@onsitecomputers.com.au) or visit [www.onsitecomputers.com.au](http://www.onsitecomputers.com.au)

### **Complaints**

Our complaint process has been designed to resolve your concerns on an urgent basis, but if you are not happy with your service, then please follow our dispute resolution process.

Give us a call on 08 9792 5577  
or email us at [telco@onsitecomputers.com.au](mailto:telco@onsitecomputers.com.au)

If you are still not satisfied with the outcome of your complaint after the resolution process, you can contact the TIO on 1800 062 058 or visit the TIO website at [www.tio.com.au](http://www.tio.com.au)

### Onsite Telco Details

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