

NBN FIXED PLANS 24 Months

Critical Information Summary

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

The Business NBN is an internet service provided over the National Broadband Network (nbn™) and is available in nbn enabled areas.

MINIMUM CONTRACT TERM

24 months.

KEY DETAILS

The Business Fibre nbn plan includes unlimited data, Interface speeds up to 100Mbps download and 40Mbps upload. Your data allowance includes uploads and downloads. Interface speeds refer to the speed to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

HARDWARE

Please note that support is only available for Trikon supplied modems.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE

\$80 NBN F1 12Mbps-1Mbps – Unlimited.
\$95 NBN F2 25Mbps-5Mbps – Unlimited.
\$105 NBN F3 50Mbps-20Mbps – Unlimited.
\$135 NBN F4 100Mbps-40Mbps – Unlimited.

SET-UP FEE

Set-up Fee (if applicable) will be charged on the invoice.

MINIMUM TOTAL COST

\$1,920 including modem for NBN F1
\$2,280 including modem for NBN F2
\$2,520 including modem for NBN F3
\$3,240 including modem for NBN F4

EARLY TERMINATION CHARGE

If you cancel the service within the contact term, Early Termination Fees (ETF) will apply. ETF is calculated as 50% of the monthly access fee, multiplied by months remaining on the agreement.

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OTHER INFORMATION

FULL TERMS

All pricing is inclusive of GST. This information is a summary only. Please call us on 1300 880 687 for our standard form of agreement, fair use and acceptable use policies, which set out terms & conditions on which we provide our products & services.

USAGE INFORMATION

For information about your current usage levels please contact Customer Service by calling 1300 880 687.

EMAIL BILLING

Trikon is committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee of \$3.95. To opt in to paper billing, please contact Customer Service by calling 1300 880 687.

PAYMENT METHOD

Payment by Direct Debit from a bank account does not include fees. Charges apply for other payment methods. For details, see your invoice or contact us.

OTHER INFORMATION

CONTACT US

We are dedicated to excellence in servicing our business customers.

If you have any questions regarding your service, call our Customer Service team on 1300 880 687, 9 AM – 5:30 PM AEST, Monday to Friday.

If for some reason you are not satisfied with the service received, please inform us of your issue. If we are unable to resolve your issue to your satisfaction, please call us on 1300 880 687 or email us on info@trikon.com.au.

If you are still not satisfied with the steps taken by Trikon to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Trikon and are an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.