

Critical Information Summary – Business Plans

NBN Business Fixed Wireless Plans

Included/Details	Connect 100/20	Fast 250/20	Ultimate 400/40
Unlimited Data Minimum Monthly Charge	\$89	\$95	\$119
Unlimited Data Maximum Monthly Charge	\$89	\$95	\$119
Typical Business Downloads Speed (9am-5pm)	This Service can perform to max 100Mbps download	This Service can perform to max 250Mbps download	This Service can perform to max 400Mbps download
Typical Business Uploads Speed (9am-5pm)	This Service can perform to max 20Mbps upload	This Service can perform to max 20Mbps upload	This Service can perform to max 40Mbps upload
Termination Charge	\$0	\$0	\$0
Minimum Term (months)	1	1	1

THE SERVICE

SDL Technology's broadband service uses nbn® infrastructure to deliver broadband to your premises. This service provides typical download speeds as per the above table. The maximum performance upload/download speeds are 75Mbps/10Mbps. Speeds can be affected by a range of factors: line of sight to the tower, nbn® cell congestion and nbn® backhaul congestion.

The service is available anywhere that is covered by nbn®'s fixed wireless broadband service.

HOW TO ACCESS TO THE SERVICE

- nbn® will need to install equipment (outside – an antenna; and inside – wall cabling and a device next to a power point). Someone over 18 will need to be at home for this appointment. No cost for this.
- You will also need an NBN-ready modem/router (see pricing information below).
- FTTC customers only will also need an nbn® connection device / HFC customers will need an nbn® Network Termination Device (free of charge from nbn®).

INCLUSIONS

- Month to month subscription with no fixed term
- Option to bundle features – home phone / download-only metering / static IP. Monthly plan costs may vary according to nature of bundle. Inquiries to our staff.
- Australian-based support Team

NOTE: Service may be restricted or cancelled if you fail to pay your bill, abuse our staff, or breach any terms and conditions applying to the service, or our fair use policy.

FEES AND CHARGES

- No set-up fee and no exit fees.
- No excess usage charges.
- The nbn® may charge a \$300 new development fee for deploying new network infrastructure to a premise or dwelling. Customers will be advised upon sign-up if this fee is likely to apply. This fee may apply to connections at new premises requiring an nbn connection, including but not limited to re-constructions, new buildings or dwellings and properties requiring new mailing address. You will be provided advise on this fee when signing up for the service.
- Equipment fees: If you prefer, SDL can provide you with an NBN-ready modem/router. Prices start from around \$180 plus postage (typically \$15 standard mail, \$20 express mail or \$25 courier post).
- Change plan at any time, no fee. If upgrading before end of billing cycle, the difference between plans will be payable. No pro rata refunds on plan downgrades.
- All costs inclusive of GST.

OTHER INFORMATION

Usage information can be accessed via SDL Technology's Client Portal, which is made available as a service at sign-up.

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

Acronyms:

FTTP - Fibre to the Premises / FTTN – Fibre to the Node / FTTC – Fibre to the Curb

HFC – Hybrid Fibre Coaxial

For FTTN and FTTC customers, your copper line will be taken over by the connection, meaning you need to transfer to an internet-based phone service (IP), or you will lose your current landline connection. Existing phone sockets will be disabled.

Contact:

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