

# Critical Information Summary

## **NBN™ - Business Broadband - Unlimited**

### **Information About The Service**

Ministry of Tech broadband services use NBN™ infrastructure such as fibre to the premises, fixed wireless, HFC, fibre to the curb or fibre to the node, to deliver broadband to your premises.

This service is available anywhere NBN™ has been rolled out - for more details please contact our sales team.

### **What is included?**

- No excess usage
- Static IP address

### **What is needed to access the service?**

**If you are receiving NBN™ via fixed line technologies** including fibre to the node (FTTN), HFC, fibre to the curb (FTTC) or fibre to the premises (FTTP):

- Where applicable, NBNCo will need to install equipment on the outside and inside (near a power point) of your premises.
- You will also need a network router.
- FTTN customers only will also need an NBN approved modem.

**If you are receiving NBN™ via fixed wireless:**

- NBNCo will need to install (no cost) an antenna on your premises with internal wall cabling and a device inside your premises, next to a power point.
- You will also need a network router.
- Note that NBN's fixed wireless tower systems can experience peak time congestion that is outside our control, and we will work with the NBN to remediate these issues.

### **Important note for FTTN and FTTC:**

- Your copper phone line will be taken over by the connection. This means that you will need to use VoIP phone services - speak to our sales team for details.
- You may find that all the phone sockets within your premises are disabled.

### **Minimum Term**

The minimum contract term is 1 month. You can cancel this service at any time by emailing [accounts@ministryoftech.com.au](mailto:accounts@ministryoftech.com.au)

No cancellation fees apply and the service will be cancelled at the end of the current month.

### **Qualifications**

Your service may be suspended or cancelled if:

- You fail to pay your bill within 30 days.
- You are abusive to our staff.
- You breach our terms and conditions
- You breach our fair use policy

## Information About Pricing (PAYG Plans)

NBN™ Business Plan	25/10	Fixed Wireless	50/20	100/40
Monthly charge	\$75	\$90	\$90	\$110
Data (Up & Down)	Unlimited	Unlimited	Unlimited	Unlimited
Ave peak hour DL	24Mbps	Various	49Mbps	98Mbps
Setup charge	\$90	\$90	\$90	\$90
Total minimum	\$165	\$180	\$180	\$200
Unit cost of 1GB of	N/A	N/A	N/A	N/A

*All Prices include GST*

## Billing Information

Your service will be billed monthly in advance, and payment will be required within the terms set out on each invoice. Billing and account enquiries can be resolved by contacting Accounts on 1300 668 669.

## Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website

[www.ministryoftech.com.au/complaints/](http://www.ministryoftech.com.au/complaints/)

## Ombudsman

If you are still not happy with the outcome of your complaint after following our complaint resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting their website [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

## Contact Details

You can contact Ministry of Tech customer service via phone 1300 668 669, email [support@ministryoftech.com.au](mailto:support@ministryoftech.com.au) or via the online enquiry form at [www.ministryoftech.com.au/contact-us](http://www.ministryoftech.com.au/contact-us)

## Configuration Charges

Please refer to our website for charges relating to any onsite or remote access required to configure your equipment to work with our services.

## New development fee

The NBNCo may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

## Contact Details

Ministry of Tech  
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ABN: 70 213 671 832