www.sdltechnology.com.au

Critical Information Summary – Business High Tier Plans

NBN Business Plans – High Speed

Included/Details	Super Fast 250/100	Turbo 500/200	Ultra 1000/400	Hyper 2000/500
Unlimited Data Minimum Monthly Charge	$114	$136	$160	$220
Unlimited Data Maximum Monthly Charge	$114	$136	$160	$220
Typical Business Downloads Speed (9am-5pm)	250Mbps	500Mbps	875Mbps	1740Mbps
Typical Business Uploads Speed (9am-5pm)	89Mbps	178Mbps	339Mbps	471Mbps
Termination Charge	$0	$0	$0	$0
Minimum Term (months)	1	1	1	1
	FTTP/HFC Only	FTTP Only	FTTP Only	FTTP Only

THE SERVICE

SDL Technology's broadband service uses nbn® infrastructure (eg Fibre to the Premises, HFC, Fibre to Kerb, or Fibre to Node) to deliver broadband to your premises. These services provide the typical business-hours (9am–5pm) download and upload speeds shown for each plan in the table above. The service is available anywhere where nbn® has been rolled out – details at https://www.nbnco.com.au/learn/rollout-map

HOW TO ACCESS THE SERVICE

- Where applicable, nbn® will need to install equipment outside and inside your premises (inside, near a power point). Someone over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/router (see Equipment in Fees and Charges below).
- FTTC customers will also need an nbn® connection device, and HFC customers will need an nbn® Network Termination Device (NTD) – both are supplied free of charge by nbn®.

INCLUSIONS

- Month to month subscription with no fixed term
- Optional bundling of features such as a business phone service – monthly plan costs may differ depending on the bundle. Inquiries to our staff.
- Static IP address included
- Priority handling of support tickets
- Australian-based support team
- nbn® Enhanced Service Level Agreement (eSLA): Super Fast 250/100 – Bronze eSLA; Turbo 500/200, Ultra 1000/400 and Hyper 2000/500 – Gold eSLA (4-hour fault restoration target).

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.
- No excess usage charges – all plans include unlimited data.

SDL Technology
Phone: (07) 3137 0665
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- The nbn® may charge a $300 new development fee for deploying new network infrastructure to a premises or dwelling. This fee may apply to new premises requiring an nbn® connection, including but not limited to reconstructions, new buildings or dwellings, and properties requiring a new mailing address. We will advise you at sign-up if this fee is likely to apply.
- Change plan at any time, no fee. If upgrading before the end of the billing cycle, the difference between plans will be payable. No pro-rata refunds on plan downgrades.
- Equipment: you do not need to buy a modem/router from SDL Technology. If you would like one, we can supply a modem/router from $200 plus postage.
- Optional nbn® NTD upgrade: up to $297.
- Late payment fee: $10 for a broken credit card payment arrangement / $5.50 for a broken direct debit arrangement.
- Second phone line (safety net during changeover): $297. You will need to arrange any cabling through a licensed cabling contractor.
- All costs inclusive of GST.
- No exit fees.

OTHER INFORMATION

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

We will give you at least 30 days' written notice of any price change that is materially detrimental to you.

Customer service for technical, account and sales enquiries is provided by SDL Technology's Australian-based team on 07 3137 0665 or info@sdltechnology.com.au. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to lodge a complaint. If your complaint is not resolved to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or at tio.com.au/making-a-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 may be disabled. If you have a second phone line, you can keep your landline on it for a $297 fee; this second line will be shut down 18 months after nbn® goes live in your area.

Contact:

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