

Critical Information Summary – Business Low Tier Plans

NBN Business Plans – Low/Medium Speed

Included/Details	Starter 25/10	Intermediate 50/20	Essential 100/20	Essential Plus 100/40	Advanced 500/50
Unlimited Data Minimum Monthly Charge	\$83	\$95	\$99	\$114	\$99
Unlimited Data Maximum Monthly Charge	\$83	\$95	\$99	\$114	\$99
Typical Business Downloads Speed (9am-5pm)	23Mbps	47Mbps	94Mbps	94Mbps	500Mbps
Typical Business Uploads Speed (9am-5pm)	9Mbps	18Mbps	18Mbps	36Mbps	44Mbps
Termination Charge	\$0	\$0	\$0	\$0	\$0
Minimum Term (months)	1	1	1	1	1
					FTTP/HFC 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 on the outside and inside of your premises (the inside equipment must be near a power point). Someone aged 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. Both are supplied free of charge by nbn®.

INCLUSIONS

- Month to month subscription with no fixed term
- Bundling is optional – you can choose to add a phone service or other features. Your monthly cost may differ depending on what you bundle; please ask our staff for details.
- Static IP address included.
- All plans: no eSLA – faults are restored on a best-effort basis.
- Priority handling of support tickets by our team.
- 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.
- No excess usage charges – all plans include unlimited data.
- The nbn® may charge a \$300 new development fee for deploying new network infrastructure to new premises or dwellings. 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.
- 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.
- Equipment: you don't have to buy an NBN-ready modem/router from SDL Technology, but we can supply one from \$200 plus postage.
- Optional NTD upgrade charges of up to \$297 may apply, depending on your order.
- A late fee of \$10 applies if a payment arrangement on a credit card payment is broken, or \$5.50 if a payment arrangement on a direct debit payment is broken.
- If you choose to keep a second phone line as a safety net for your business during changeover, a fee of \$297 applies. You are responsible for arranging any cabling through a licensed 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 may change plan pricing from time to time. If a change is materially detrimental to you, we will give you 30 days' written notice.

Customer service is provided by SDL Technology's Australian-based team, who can help with technical support, account and sales questions. Call us on 07 3137 0665 or email info@sdltechnology.com.au to lodge a fault or ask a question. 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 your complaint.

If you are still not satisfied after following our complaints process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent dispute resolution 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. Your existing phone sockets may also be disabled. If your premises has more than one phone line, you can connect nbn® on one line and keep your landline on the other for a \$297 fee (see Fees and Charges). This second line will be shut down 18 months after nbn® goes live in your area.

Contact:

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