# Critical Information Summary NBN Enterpise Ethernet Business Plans

# **Business NBN Enterpise Ethernet information**

The below provides the relevant and quick information about Axecom's Limitless business NBN via FFT,FTTC, HFC & FTTP. Axecom NBN is backed with the Axecom Business Support. Axecom NBN is based on asymmetrical speeds this means that your upload and download speeds will be different. You can upgrade or down grade speeds for a fee.

NBN bandwidth speeds are denoted as the maximum port speed, the actual speed you will achieve could be differnet due to a number of factors including but not limited to, the type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Please not devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Axecom does not guarantee you will get the maximum port speed.

NBN services provided by Axecom include unlimited data usage however, a fair use policy applies that is designed to protect the integrity of the carrier network. Examples of a fair usage breach would include but not limited to, re-selling the Axecom NBN without written consent of Axecom, promote or threaten violence towards anyone, create a risk to the health or safety of any person, using your service in a way that interferes with or poses a risk to our network or other customer's services.

## **Charges and Billing**

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with a NBN connection will depend on the service plan you are subscribed too. Please note a once off Set Up fee of \$109.95 inc.GST applies in total minimum cost. The maximum plan charges are as follows:

Business NBN Plan	Monthly charge inc.GST	Total Minimum cost inc.GST
NBN EE 100	\$439.95	\$16,387.97
NBN EE 200	\$549.95	\$20,347.97
NBN EE 500	\$769.95	\$28,267.97
NBN EE 1000	\$989.95	\$36,187.97
NBN EE Connection Fee (once off)		\$549.95

# **Contract Length & Early Termination**

All of our Business NBN Enterpise Ethernet plans have a minimum contract term of 36 months. 30 days notice must be given if cancelling outside the contract terms.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply. The fee is based on :Remaining months X Monthly Fee plan = Early Termination Fee payabe to Axecom to release you from your contract and services associated with Axecom.

#### **Hardware**

All routers purchased either independently or Axecom's standard gigabit router are at the client cost.

Any cabling that is required in your premises beyond the network boundary point is the client responsibility and will not be covered by Axecom .

#### Additional charges

The table below outlines any additional charges that may be applicable with the installation and support of Axecom Business NBN

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your NBN service, before proceeding.

Additional charge description	Price inc.GST
New Development connection fee	\$330.00
TP Link Router- Standard	\$189.95
Premimum Router- Draytek	\$895.00
Late cancellation or missed on-site appt	\$149.95
Incorrect callout or no fault found	\$POA

# **Key Details**

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website www.axecom.com.au/support
- Early termination fees apply (see above)
- A one-time setup fee off \$109.95 inc.GST applies
- To qualify for this plan you must be the legal leasee of the business
- Speeds greater then 100Mbps will require a site qualification. NBN speeds can very depending on the location and the type or hardware installed.
- If you wish to add a Voice plan to your NBN Service then additional Phone Plan fees per month will apply.
- Any increase or decrease in you Plan Speed may incur fees.

## **Payment methods**

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website http://axecom.com.au/support

To set up direct debit please call one of our friendly staff on  $1300\ 81\ 67\ 67$ 

## Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

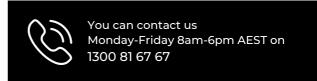
Description	Price inc.GST
Overdue invoice charge	\$21.95

## **Additional Information**

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The NBN Business Critical Information Summary only outlines the critical information for the services and should be read in conjuction with our Standard Form or Agreement and Service Schedule SLA. A complete set of terms and conditions can be found at www.axecom.com.au/support

#### **Customer Service details**





Support request can also be emailed to: customercare@axecom.com.au

## Complaint resolution

If you wish to make a complaint please contact us using the details published on out website www.axecom.com.au/support and clicking on the Complaints Process link. We take complaints very serioulsy and assure you that any matter you riase will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058