

Critical Information Summary – Business internet plans

Business Basic	Business Fast Bronze	Business Superfast Bronze	Business Superfast Gold	Business Turbofast Gold Bundled	Business Ultrafast Gold	Business Hyperfast Plus Gold
500/50Mbps	100/40Mbps	250/100Mbps	250/100Mbps	500/200Mbps	1000/400Mbps	2000/500Mbps
\$ 87.99	\$ 92.99	\$ 92.99	\$ 106.99	\$ 112.99	\$ 133.99	\$ 214.99
Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data	Unlimited Data
Static IP	Static IP	Static IP	Static IP	Static IP	Static IP	Static IP
No eSLA	NBN 12-hour response eSLA*	NBN 12-hour response eSLA*	NBN 4-hour response eSLA*	NBN 4-hour response eSLA*	NBN 4-hour response eSLA*	NBN 4-hour response eSLA*
Type: FTTP: HFC	Type: All	Type: FTTP: HFC	Type: FTTP: HFC	Type: FTTP	Type: FTTP	Type: FTTP
Term: 12 Mth	Term: 12 Mth	Term: 12 Mth	Term: 12 Mth	Term: 12 Mth	Term: 12 Mth	Term: 12 Mth

Tier speeds represent the **maximum attainable download and upload speeds** for the selected plan under ideal network conditions, typically measured during **off-peak periods**. Actual speeds may vary due to factors such as network congestion, line quality, equipment performance, and your in-premises setup.

Information about the service

What is the service?

Espressonet Internet service uses NBNSCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere that nbn® has rolled out Fibre To The Premise and/or HFC only - for more details please you can visit

<https://www.nbnco.com.au/learn/rollout-map>.

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/router (see “equipment fees” on next page)
- HFC customers will need an NBN Network Termination Device provided free of charge by NBNSCo.

What is included?

Features of this service include:

- Gold eSLA - nbn target restoration time of 4 hours
- Bronze eSLA - nbn target restoration time of 12 hours
- Basic no eSLA - Best effort restoration times
- Static IP address
- Priority ticket handling from our support team.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle other services offered by Espressonet for extra savings on your plan costs. Please enquire for more details.

Minimum term of the service

This service is for 12 Month Contract term.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at

<https://espressonet.com.au/fair-use-policy/>

Information about pricing

Excess usage

There are no excess usage charges.

Termination fee

If the service is cancelled before the completion of the 12-month contract term, an **early termination fee** will apply.

The fee is calculated as follows:

Early Termination Fee = Monthly Plan Fee × Number of Remaining Months in Contract.

For example, if your monthly plan fee is \$89 and you cancel with 4 months remaining, the early termination fee will be **\$356 (4 × \$89)**.

A **minimum of 30 days' written notice** is required to cancel your service.

This fee and notice period cover the costs associated with service provisioning, administration, and network commitments made for the contract term.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Espressonet, but we can provide one if you prefer, please contact our support staff who can advise on the right Modem type to suite your business needs.

New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible charges

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.
- Optional NTD upgrade charges may apply up to \$297 based on order selection.
- If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor.

Changes to your plan

We may, from time to time, make changes to your plan pricing. If your service is **out of contract** and the change is **materially detrimental to you**, we will provide you with **30 days' written notice** before the change takes effect.

Other information

Customer service

Our call center is available seven days a week from 9am to 6pm weekdays (AEDT) To speak to a Espressonet representative, call 1300 692 789. Additionally, contact through email support@espressonet.com.au.

Complaints

If you are not happy with your service, you can follow our dispute resolution process.

For more details, see

<https://espressonet.com.au/complaint-handling-policy/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute 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 the TIO website at tio.com.au/making-a-complaint.

Espressonet

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