

See full product details at [www.alltel.com.au/nbn](http://www.alltel.com.au/nbn)

## INFORMATION ABOUT THIS SERVICE

### Description

Alltel NBN™ is an asymmetrical high speed broadband internet for your business provided over the National Broadband Network (NBN™). This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload / download) and is always subject to our [Acceptable Use policy](#).

### Hardware

You will need an NBN compatible router. We recommend you contact your IT service provider to find a suitable router. We do not provide support for hardware purchased from vendors.

### Minimum term

There is a 24 month minimum contract term.

When your contract expires, your service will automatically roll-over to a month-to-month basis. We require 30 days advance written notice to terminate your service.

### Inclusions

#### Static IP address

1 static IP address is included with this service.

#### Installation

The first installation of NBN™ at a premises is free (new copper pairs not included).

A Technician will need to attend your premises in order to install this product; they may require access inside the property. More than one visit may be required. You will not be charged for these site visits, unless you change a scheduled appointment. Alltel is not responsible for these charges as they are imposed by a third party supplier.

### Exclusions

#### Additional infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF), and will not supply or install any router / firewall / network cabling / other equipment.

#### Hardware

Hardware is not included with this service. We do not provide support for hardware purchased from other vendors.

#### New Copper Pairs

The cost of new copper pairs are not included with this service. This costs \$450 ex GST and may only be applicable for new addresses.

#### Relocation of existing Alltel NBN™ service

We require 40 business days advance written notice with details of the address you wish to move your service to (fees apply).

If your service is within contract: Relocation fee, Early Termination Charge & Set up fee (if applicable based on new plan selected)

If your service is out of contract: Relocation fee & Set up fee (if applicable based on new plan selected)

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

### Qualifications

#### Availability

Availability of this product depends on whether nbn co has rolled out NBN™ in your area. Check the [NBN™ rollout map](#) or contact our Sales team on 1300 255 835 (1300 ALLTEL).

#### Speed

Your estimated speeds will depend on the plan you choose.

PLAN	TYPICAL BUSINESS HOURS SPEED*
NBN CONNECT	20.4 Mbps
NBN PERFORMANCE	42.1 Mbps
NBN ENTERPRISE	88.3 Mbps

\*FTTN/B speeds to be confirmed when active. Typical Business Hours Speed indicates download speed and is measured between 9am-5pm, Monday to Friday. Speed levels depend on a number of factors and may be slower than the typical speed here. These factors include hardware/software configuration, source and type of content downloaded, connection cable type, the number of users, route to host destination setup, and performance of infrastructure not supplied, operated or maintained by Alltel.

## Installation

A technician may need to visit the premises to complete installation of the service. You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket – whichever comes first
- Inform us if a site induction for the Technician is required

## INFORMATION ABOUT PRICING

All prices exclude GST.

### Minimum monthly charge

Your minimum monthly charge depends on your plan & whether you choose to pay setup (installation) costs upfront or on a monthly basis.

PLAN	MINIMUM MONTHLY CHARGE
NBN CONNECT	\$79
NBN PERFORMANCE	\$89
NBN ENTERPRISE	\$99

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30 day notice to cancel your service.

### Upgrades and Downgrades

All requests are subject to Alltel's standard procedure of service qualification and installation costs (if any).

Plan upgrades are available for NBN services. All will be processed at the beginning of the next calendar month, and your contract will remain the same. Downgrades are not applicable for this service while in contract.

### Withdrawal

You will be charged \$400 (ex GST) should you decide to withdraw the order after a port/IP address has been allocated for it.

### Early termination charge 'ETC'

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term, calculated as follows:  $ETC = \text{remaining contract term (in months)} \times \text{monthly charge}$ .

### Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

## OTHER INFORMATION

### Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, track your usage, access reports, and access your bills.

### Enquiries, feedback, technical support, and complaints

Our expert Support team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 2)
Email	<a href="mailto:support@alltel.com.au">support@alltel.com.au</a> / <a href="mailto:complaints@alltel.com.au">complaints@alltel.com.au</a>
Live chat	Start a session directly from <a href="http://www.alltel.com.au">www.alltel.com.au</a>
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

### Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	<a href="http://www.tio.com.au/making-a-complaint">http://www.tio.com.au/making-a-complaint</a>