

NBN BUSINESS SERVICES

Yourhub – Critical Information Summary (CIS) National Broadband Network- Business

INFORMATION ABOUT THE SERVICE

The service:

National Broadband Network packages for business subscribers are a service offering high speed internet access with a monthly included data allowance. If the data allocation for the monthly period is exhausted your speed will be slowed (shaped) to a minimum speed of 256kbps for the remainder of that month and you will not be charged for excess usage. Upload is not calculated in the monthly usage for this service and is considered a bonus to subscribers..

Any unused data from the monthly allocation is not accumulative and will be lost after the end of that month.

Bundling:

This service does not require a phone line however you can add voice services (Yourhub Broadband Phone VoIP) to your National Broadband Service. NBN packages can also be bundled with NBN Redundancy services outlined below. These are in addition to the NBN services for the purpose of redundancy during NBN outages and are provided over the Yourhub Fixed Wireless Network. Please contact us if you wish to have a service that also includes a phone/voice or redundancy service with us.

Mandatory components:

You will require a compatible router for this service. The monthly fee does not include the cost but you can purchase one from us at an additional cost. A connection fee is also applicable to these services and the amount depends on the duration of the contract period selected. Please contact us for further information.

Minimum term:

The service is available with a minimum term of 24 months.

Important conditions:

This service may not be available at your location. Please go to our website <http://www.yourhub.com.au> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic static IP address at no additional cost. Please contact us for further information.

INFORMATION ABOUT PRICING

There are four plans for each of the four speeds available over the NBN. The Total Minimum Price is the standard setup fee and the minimum monthly plan rental.

Minimum monthly charge:

Plan Name	Included Data (monthly)	Minimum & Maximum (monthly charges)	Total Minimum Price (24 month Contract)	Cost Per GB (included in plan)
NBN Business Light	50GB	\$59.95 min/max	\$1438.80	\$1.20
	100GB	\$69.95 min/max	\$1678.80	\$0.70
	600GB	\$89.95 min/max	\$2158.80	\$0.15
	1000GB	\$99.95 min/max	\$2398.80	\$0.10
NBN Business Medium	50GB	\$69.95 min/max	\$1678.80	\$1.40
	100GB	\$79.95 min/max	\$1918.80	\$0.80
	600GB	\$99.95 min/max	\$2398.80	\$0.17
	1000GB	\$109.95 min/max	\$2638.80	\$0.11
NBN Business Heavy	50GB	\$79.95 min/max	\$1918.80	\$1.60
	100GB	\$89.95 min/max	\$2158.80	\$0.90
	600GB	\$109.95 min/max	\$2638.80	\$0.55
	1000GB	\$119.95 min/max	\$2878.80	\$0.12
NBN Business Extreme	50GB	\$89.95 min/max	\$2158.80	\$1.80
	100GB	\$99.95 min/max	\$2398.80	\$1.00
	600GB	\$119.95 min/max	\$2878.80	\$0.20
	1000GB	\$129.95 min/max	\$3118.80	\$0.13
NBN Business Redundancy - Bundled	50GB	\$59.95 min/max	\$1808.80	\$1.20
NBN Business Redundancy - Standalone	50GB	\$69.95 min/max	\$2048.80	\$1.40

Maximum monthly charge:

The maximum monthly charge is equal to the monthly rate of the plan that you have selected. There are no excess data charges for these services.

Early termination charges:

This fee is calculated at 50% of the fixed monthly price multiplied by the remaining number of months i.e. \$29.98 (50% Of \$59.95) x 6 months = \$179.85.

OTHER INFORMATION

Usage information:

You can monitor your usage at www.yourhub.com.au/custdata or by calling us on 1 300 762 568.

Enquires, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1 300 762 568 or by sending an email to support@yourhub.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions.

Summary valid as of July 2017.