

Plans pricing and data inclusions – SMB website plans

Home Business nbn™	Start-Up nbn™	PowerMove nbn™	Accelerator nbn™	Performance nbn™
nbn™ 50/20 Mbps	nbn™ 100/40 Mbps	nbn™ 1000/100 Mbps	nbn™ 250/100 Mbps	nbn™ 500/200 Mbps
Typical Business Hour speed 9:00 am – 5:00 pm: 50/17 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 95/34 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 600/85 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 230/85 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 245/170 Mbps
No lock-in	No lock-in	No lock-in	No lock-in	No lock-in
Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
Standard Plan Charge: No Lock-in: \$94 per month	Standard Plan Charge: No Lock-in: \$107 per month	Standard Plan Charge: No Lock-in: \$124 per month	Standard Plan Charge: No Lock-in: \$107 per month	Standard Plan Charge: No Lock-in: \$128 per month
Total Minimum Cost: No Lock-in: \$94	Total Minimum Cost: No Lock-in: \$107	Total Minimum Cost: No Lock-in: \$124	Total Minimum Cost: No Lock-in: \$107	Total Minimum Cost: No Lock-in: \$128
Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0

All charges Inclusive of GST. Promotional rates may apply in place of the standard plan charges shown above as detailed by Exetel from time to time.

Information About The Service

Exetel’s Business nbn™ Broadband Service delivers high-speed broadband internet over the National Broadband Network’s Infrastructure to the Network Boundary Point at your premises.

Mandatory component of the service

There are no mandatory components of the Exetel Business nbn™ Broadband service. For FTTN and FTTC connections, an in-place copper telephone line will be required from the nbn™ node to your premises, and for FTTB connections, from the MDF in your building basement.

Exetel Business nbn™ Broadband services are supplied as pure stand-alone broadband service including a free VoIP Direct In Dial Number (DID) so you can either port your current phone number to Exetel (if you have one) or we can assign you a new one. This VoIP service can be used to make and receive phone calls over your Exetel broadband service. Call charges apply. If you cancel your Exetel Business nbn™ Broadband service, access to your VoIP service will be cancelled also.

Minimum Contract Terms

Business nbn™ Broadband service: No Lock
 Optional Unlimited Home Phone Call Pack: 1 month

Early Termination Charge

A Cancellation Fee will apply if you cancel your Broadband service within the minimum contract term. The Cancellation Fee is calculated as: Remaining months in the contract term x the monthly charge x 30%.

Limitations/Qualifications for the service

Exetel Business nbn™ Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the Exetel website to check your service availability or contact our Sales Team on 1300 211 211. Customer Service Guarantee does not apply to VoIP Phone or nbn™ services.

About Speeds

The nbn™ speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, see about nbn™ speeds.

Not all FTTN, FTTB or FTTC access lines support all speed tiers. Exetel cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Service Level

This service is for small to medium businesses. The service comes with a commitment to answer calls within 5 minutes (this applies for calls made directly into the dedicated SMB team on 1300 211 211, 8:30am to 10pm Monday to Friday, in normal conditions. Exclusions apply for unforeseen circumstances). Customers may request a one-time \$10 credit if this wait time is exceeded. A best-efforts Service Level applies for fault resolution.

Information About Pricing

Free activation

Where advertised as free, the Exetel broadband plan activation fee only is free. Depending on the service ordered, there may be additional up-front charges which are not free and will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as New Development Fees, Subsequent installation fees, Equipment Charges such as Modems, and Missed Appointment Fees.

Optional add-on: Unlimited VoIP Phone Calls

This optional, add-on service allows you to make an unlimited number of untimed calls to the nominated destinations which is covered by the \$10 monthly cost of the Unlimited VoIP Phone (VoIP) Service. This cost is in addition to your broadband service. There is no activation fee for the optional Unlimited Home Phone service. Plan details are below:

Critical Information Summary

Business nbn™ Broadband - SMB



Optional Unlimited Phone Calls	
Monthly Plan Charge Total Minimum Cost	\$10 per month (inc. GST)
Untimed Local and 13/1300 Calls	Unlimited
Untimed National Calls	Unlimited
Mobile Calls	Unlimited
Untimed and Unlimited International calls to Landlines	UK, NZ, USA, Canada, Germany, France, Hong Kong, China, Japan, Singapore, India & Croatia
International Calls to Mobiles and International destinations	View international call rates
Port number from PSTN	FREE

Card Surcharge

A 1% surcharge applies to all payments by card. You can pay by [Direct Debit from your bank to avoid this charge.](#)

Existing Customer Plan Charges

Plan prices for existing Exetel customers who are in a Fixed-Term Agreement who wish to change nbn™ plans are the No Lock-In monthly plan rates unless terminating the existing contract and entering into a new Fixed-Term Agreement, where a Cancellation Fee may then apply.

Cancelling Your Plan

You can cancel your nbn™ service at any time by giving Exetel 30 days' notice (including if you do not wish to continue to use the service after the end of the minimum term of a Fixed-Term Agreement).

Plan Change Fees

If you are in a Fixed-Term Agreement, you may be charged a Cancellation Fee if you downgrade or change your plan.

Hardware

To ensure the optimum performance of, and levels of support for your nbn™ service, Exetel strongly recommends the use of an Exetel supplied and approved modem.

If you have selected an inclusive modem with your plan, a **Modem Payout Fee** will apply if you cancel your Broadband Service within 24 months of activation. The Modem Payout Fee is calculated as: (24 months – months service was active) x \$7 (inclusive GST).

Other Information

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your Exetel services. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page is available at:

<https://my.business.exetel.com.au/login>

Exetel Customer Contacts

When contacting Exetel for assistance, there are several options to facilitate your enquiry:

Customer Service Details

Contact our Sales Team on smallbusiness@exetel.com.au or call 1300 211 211 for more information about your service and to order. This is a summary only – the full legal terms for broadband services are available at <http://www.exetel.com.au/terms>

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Exetel's complaint resolution team at complaints@exetel.com.au or call 1300 211 211.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au/about-us/contact-us.

Plans pricing and data inclusions – Other plans available to SMB customers

Family nbn™		Superfast nbn™	Ultrafast Business nbn™
nbn™ 100/20 Mbps	nbn™ 500/50 Mbps	nbn™ 750/50 Mbps	nbn™ 1000/400 Mbps
Typical Business Hour speed 9:00 am – 5:00 pm: 95/17 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 500/40 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 750/40 Mbps	Typical Business Hour speed 9:00 am – 5:00 pm: 600/340 Mbps
No lock-in	No lock-in	No lock-in	No lock-in
Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee	Unlimited data No additional usage fee
\$0 set-up fee	\$0 set-up fee	\$0 set-up fee	\$0 set-up fee
Standard Plan Charge: No Lock-in: \$100 per month	Standard Plan Charge: No Lock-in: \$100 per month	Standard Plan Charge: No Lock-in: \$109 per month	Standard Plan Charge: No Lock-in: \$148 per month
Total Minimum Cost: No Lock-in: \$100	Total Minimum Cost: No Lock-in: \$100	Total Minimum Cost: No Lock-in: \$109	Total Minimum Cost: No Lock-in: \$148
Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0	Maximum Early Termination Charge: No Lock-in: \$0

All charges inclusive of GST. Promotional rates may apply in place of the standard plan charges shown above as detailed by Exetel from time to time.