

# Critical Information Summary: NBN Business25 STANDARD

## Service Information

<b>Service Description</b>	The service is a broadband Internet service which uses the <b>nbn</b> <sup>TM</sup> network and provides access to the Internet and related services, such as VoIP and email.	
<b>Minimum term(s)</b>	24 months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>• 25/5Speed (Up to 25Mbps download speed and up to 5Mbps upload speed).</li> <li>• 1 Static IPV4 IP Address</li> </ul>	
<b>Offer Excludes</b>	<ul style="list-style-type: none"> <li>• Wifi Hub Email address.</li> <li>• Central splitter for FTTB/N in standard installations.</li> </ul>	
<b>Important Information</b>	<p><b>Offer Conditions</b></p> <ul style="list-style-type: none"> <li>• You must be the owner of the property (or have the owner's consent) before NBN is installed</li> <li>• Your service may be restricted if you fail to pay your bill on time</li> <li>• To use the service you require <b>nbn</b> compatible router. These may be purchased from the Wifi Hub Sales Team.</li> </ul> <p><b>Service Availability</b> Wifi Hub's <b>nbn</b> services are subject to availability and coverage.</p> <p><b>nbn Speeds</b> Denoted as maximum port speed, the actual speed you can achieve could vary due to a number of factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the internet. Therefore, Wifi Hub can NOT guarantee you will get the maximum port speed.</p>	

## Information about Pricing (All prices include GST)

<b>Setup Fees</b>	<b>\$0</b> (24 months)		<b>\$199</b> (No Contract)	
<b>New Developments Charge</b>	If you're in a new development and not already connected to the <b>nbn</b> , NBN Co may charge <b>\$300</b> to connect your premises to <b>nbn</b> services. If applicable, the charge will be passed to you through Wifi Hub.			
<b>Minimum monthly charge</b>				<b>Total Minimum Price</b>
	<b>Download Limit</b>	<b>Monthly Charge</b>	<b>24 month term</b>	<b>No Contract</b>
	10GB	\$80	\$1920	\$279
	200GB	\$90	\$2160	\$289
	500GB	\$100	\$2400	\$299
	1000GB	\$120	\$2880	\$319
	UNLIMITED GB	\$135	\$3240	\$334
	<b>Months remaining in contract x Monthly service charge = Early Termination Charge (ETC)</b>			
<b>Relocation Charge</b>	<b>\$149.00</b>			

If there is no Wifi Hub **nbn**<sup>TM</sup> services coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.

## Billing Information

<b>Billing Date</b>	Your bill is charged on the same date each month and is the date your account was created (e.g. 11th May, 11th June, 11th July etc...).
<b>Service Activation Date</b>	The service Activation Date is the date that your service is ready to use.
<b>First Bill Charges</b>	Your first bill will include: <ul style="list-style-type: none"><li>• Partial monthly charge from when the service was activated until the next Billing Date.</li><li>• Any additional charges for non-recurrent items used during that billing period</li><li>• The minimum monthly charge in advance for the next billing period</li></ul>
<b>Payments</b>	For information on payment options please contact us.

## Other Information

<b>Installation</b>	<ul style="list-style-type: none"><li>• Standard <b>nbn</b> installations are completed without charge to you.</li><li>• If your installation is non-standard, <b>nbn</b> co will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your Wifi Hub bill.</li></ul>
<b>Customer Service contact details</b>	<p>Business Customer Service</p> <p><b>1300 943 448</b> or <b>02 6352 3087</b></p> <p>Mon-Fri: 8:30am to 5:30pm AEST</p> <p>Outside Business hours please submit an online support request or call us for Emergency Support on the above number (fees apply)</p> <p><a href="https://www.wifihub.com.au/Contact">https://www.wifihub.com.au/Contact</a></p>
<b>How to access our dispute resolution process</b>	<p>Submit your concerns via email to:</p> <p><b>complaints@wifihub.com.au</b></p>
<b>TIO contact details</b>	<p>At Wifi Hub, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within Wifi Hub and if you are still not satisfied with the offered resolution, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on <b>1800 062 058</b>.</p> <p>For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></p>

The above information is based on the standard service offering and is only a summary. On occasion, Wifi Hub may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.