

Service to be provided: The Enterprise NBN Broadband provides a high-speed broadband service to your premises.

Minimum monthly Charge: \$229.00

Maximum monthly Charge: \$229.00

Early termination Max Charge: \$529.00

Minimum term applicable: 1 Month

Information about the service

What is the service?

This Business NBN service is designed for customers that require a simple high-speed broadband service. Availability will depend on location. This service provides typical evening download speeds of 225 Mbps for fixed line services.

Where is it available?

The service is available to any premises connected to the following NBN delivery technologies: Fixed Wireless, FTTP, FTTB, FTTN, FTTC and HFC.

nbn250 is only available on POIs with 1Gbps of bandwidth provisioned (FTTP only)

nbn500 and nbn1000 are only available on POIs with 2Gbps of bandwidth provisioned (FTTP only)

What do I need to access the service?

Where applicable, NBN Co will need to install equipment on the outside and inside (near a power point) of your premises.

You will also need an NBN-ready modem/router (see “equipment fees” on next page).

FTTC customers only will also need an NBN network connection device provided free of charge by NBN Co.

What is included?

Features of this service include:

- No excess usage
- Static IP and Reverse DNS
- Priority ticket handling from our support team

Minimum Term

The service is supplied on a no lock-in contract (customers are permitted to terminate the service by giving 30 days notice).

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your business phone lines or any of our bolt-on features like 4G backup, additional IP addresses, and monthly-charged enterprise grade router options.

Support packs are also available offering 24hr support and up to a 99.95% uptime guarantee. Support packs range from \$50.00 p/m to \$270.00 p/m.

Qualifications

To obtain a service from us you must:

- Have a current Australian Business Number (ABN)
- Agree to our business terms and conditions available at <https://ucingo.com.au/standard-form-of-agreement/>

Please note that this service may be suspended 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://ucingo.com.au/legal/>

Information about pricing

Monthly charges

Data amount (downloads and uploads)	Unlimited GB
Average peak hour download speed	225 Mbps
Monthly charge	\$229.00
Total minimum price	\$229.00
Unit cost of 1GB of data	N/A

Excess usage

There are no excess usage charges.

Equipment fees

You may provide your own modem/router or buy an enterprise grade modem/router from Ucingo Business Solutions. Cost would depend on the modem/router option you chose. Postage costs will be \$25 per courier delivery.

Other hardware is available including standard grade modem/routers, switches, and access points. Call our Enterprise Team for more information.

New development fee

The NBN Co may charge a \$300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Other possible costs

If you bundle your broadband service with other Ucingo services or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on our other services, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

Service relocations

The service is not available in all locations. There is no relocation fee if service is available

at your new location. If we are not able to supply the service to you at your new location, you may have to pay an exit fee (see “exit fee” for more information).

Subsequent Install

A fee of \$297 may be applied to your account for a subsequent install.

All prices quoted are Inc-GST

Exit fee

For contracted services your exit fee is \$300 or the number of months remaining on your contract multiplied by the monthly fee, whichever is less.

Other information

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 0260495600.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://ucingo.com.au/lodge-a-complaint/>

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

Ucingo Business Solutions Pty Ltd

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