

Critical Information Summary

This Critical Information Summary contains some important information for your plan, including how much you will pay and what is included. This summary does not include promotions or discounts that may apply from time to time. Vodafone Business Broadband nbn® is only available to approved customers with an Australian Business Number (ABN) or Australian Company Number (ACN).

Business Broadband nbn® Plans and Biz Speed Upgrade Add-Ons

Vodafone Business Broadband nbn® is a fixed broadband data-only service (“nbn Service”) that provides you with internet access via the National Broadband Network (“nbn Network”) as supplied to us by NBN Co Limited (“NBN”). Our 4G Backup nbn® service requires you to purchase the Netcomm Wireless NL20MESH Modem from us.

Plan inclusions

Standalone Business Broadband nbn® Plan		Business nbn® Essential*	Business nbn® Essential +	Business nbn® Fast +	Business nbn® Profast	Business nbn® Superfast*	Business nbn® Ultrafast**	Business nbn® Superfast+***	Business nbn® Ultrafast+**
Price per month		\$85	\$89	\$99	\$99	\$109	\$119	\$99	\$169
Total min cost		\$277	\$281	\$291	\$291	\$301	\$311	\$291	\$361
Included monthly data		1 month plan fees + total cost of modem							
Static IP		Unlimited							
Standard SLA		Included							
nbn® Enhanced SLA-12 Hours (24x7)		\$0 (Included)	\$0 (Included)	\$0 (Included)	\$0 (Included)	\$0 (Included)	\$0 (Included)	\$0 (Included)	\$0 (Included)
nbn® Enhanced SLA-4 Hours (24x7)		\$16.50	\$16.50	\$0 (Included)	\$16.50	\$16.50	\$16.50	\$16.50	\$0 (Included)
Minimum term		\$27.50	\$27.50	\$27.50	\$27.50	\$27.50	\$27.50	\$10	\$0 (Included)
Estimate d Typical Business Hour Speed (9am – 5pm, Mon - Fri)	Speed Tier	1 month							
	Download	Nbn25	Nbn50	Nbn100	Nbn500	Nbn750	Nbn1000	Nbn250+	Nbn1000+
	Upload	↓ 25Mbps	↓ 50Mbps	↓ 91Mbps	↓ 500Mbps	↓ 640Mbps	↓ 894Mbps	↓ 210Mbps	↓ 894Mbps
Availability		The nbn® Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. To find out if the nbn Service is available in your area visit vodafone.com.au/nbn			The Business nbn® Profast, Superfast, Superfast+ and Ultrafast plans are only available in NBN FTTP areas and selected NBN HFC areas.			The Business nbn® Ultrafast+ plan is only available in NBN FTTP areas.	
Early Exit Fees		There are no Early Exit Fees on this plan. However, if you choose to cancel, 100% of any remaining device instalments will be applied to your next bill. The Modem is \$8 per month ('Undiscounted Price') or \$0 per month ('Discounted Price') when you stay connected for 24 months ('Device Period'). This Discounted Price will appear as a credit on your monthly bill. If you choose to cancel your plan before the end of the Device Period you will need to pay the full Undiscounted Price x months remaining on Device Period. For example, if you leave at month 18 you would pay \$8 x 6 (number of remaining months), at a total of \$48. This remaining Modem cost will be applied as a lump sum on your final bill.							
Biz Speed Upgrade		*Business nbn® Essential and Superfast plans are only available for bundled customers for the purposes of applying the Biz Speed Upgrade Essential+ Add-On. **Business nbn® Ultrafast is only available on a standalone basis and not eligible for a Biz Speed Upgrade Add-On. If you are on Business nbn® Ultrafast plan and have an eligible postpaid mobile service, we will move you down to Business nbn® Superfast plan and apply a Biz Speed Upgrade Ultrafast Add-On. *** Business nbn® Superfast+ and the Business nbn® Ultrafast+ plans are not eligible for a Biz Speed Upgrade Add-On.							

Information about the service

Equipment required and limitations

You need a compatible modem in order to use this Service. If you sign up to one of these plans, we will send you a NetComm Wireless NL20MESH modem. The total cost of the Modem is \$192. This is explained in further detail in the table above in Early Exit Fees. If you would like to use your own modem, you need to make sure it is compatible with these plans. You can find information about the technical requirements your modem must meet [here](#). Please note that by signing up to one of these plans, if you have an existing home/office phone line service it will be terminated. When you connect to Vodafone nbn[®] certain equipment or services at your premises may be impacted and no longer operate. These include medical devices, alarms, EFTPOS machines, lift emergency phones and some email or fax services. Please contact the equipment manufacturer or service provider if you are unsure. Vodafone does not offer Priority Assistance. Telstra is a provider who does.

nbn[™] charges

New Development fee: This \$300 will be charged to your first bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as missed appointment fee, cancelled appointment fee, subsequent installation fee and no fault found fee may apply. We may also pass on any administrative costs that Vodafone incur in providing you with assistance or arranging an appointment with NBN. Please see [Business nbn[®] Plans -Plan Details](#) for more information.

Bundling and Biz Speed Upgrade

You don't have to bundle this service. However, customers with an existing postpaid mobile plan will receive a Biz Speed Upgrade on their nbn[®] plan at no extra cost, which will appear on your bill as an Add-On with no charge. The Biz Speed Upgrade offers the speeds of the next highest nbn[®] speed tier above the speed tier you have purchased. Eligibility for the Biz Speed Upgrade is subject to technology and line speed capability at your address. To receive the Biz Speed Upgrade, your postpaid mobile plan and nbn[®] plan must have the same billing name and billing address. If you cancel your postpaid mobile plan the Biz Speed Upgrade will be forfeited.

Service availability

The nbn[™] Service is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the nbn Service will depend on the connection between your premises and the nbn Network which includes: (1) Fibre to the Premises ('FTTP'); (2) Fibre to the Node ('FTTN'); (3) Fibre to the Building ('FTTB'); (4) Hybrid Fibre Coaxial ('HFC'); and (5) Fibre to the Curb (FTTC). Your technology type will be explained when you sign-up.

Installation & Setup

There is no charge for standard Vodafone nbn[®] installations. Vodafone do not offer non-standard or professional installations. If advised by NBN that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. You must be over the age of 18 to have Vodafone nbn[®] installed. If you are the owner of the property you must provide consent for NBN to install the nbn[®] Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

Plan Speeds

Speeds on these plans are variable and you will experience slower speeds than the max connection speed available, particularly during peak times (9am-5pm Mon – Fri for business customers). Typical Business Hours Upload speed is estimated by reference to the maximum upload speed available to us and is not based on a tested representative sample. We are still calculating Typical Business Hours Speeds with the new modem and will update the information once sufficient data is available. Actual speeds for FTTP/N/C services to be confirmed. Actual speeds will vary and can be confirmed once your nbn Service is activated. The performance and speed of your service depends on a number of factors such as plan, location, number of devices connected, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the NBN technology used to deliver your nbn Service, how much capacity Vodafone has purchased from NBN, our network and internet traffic demand. For more info on speed suitability for your usage needs, head to <http://vfau.co/speedguide>.

Plan & Speed Changes

You can change your Business Broadband nbn[®] plan and speeds at any time by contacting Vodafone Customer Care. When changing your nbn[®] speed, you can upgrade or downgrade your existing plan and the monthly plan charge will be pro-rated on your next bill based on the number of days used for each plan. The plan speeds available to your premises depends on the technology used to deliver the nbn[®] Service. See Service availability and Plan Speeds above.

Maximum Attainable Speeds

If you're connecting to the nbn[®] using FTTB/N/C technologies, we'll check your maximum attainable line speed once we receive this information from NBN after activation. If the maximum line speed at your premises doesn't support the speed tier of the plan you've chosen we'll let you know, and give you the option to a) remain on your current plan with no refund; b) move to a lower speed plan of your choice and receive a refund to reflect the difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan you do not have this option); or c) cancel your plan at no cost and receive a refund of the price difference between the plan you have paid for and the closest plan your maximum attainable line speed can support (if you are already on the lowest speed plan, you may exit without cost, and you will receive a full refund of fees paid to date, excluding any device payments). In some circumstances, we may automatically change your plan to a lower speed tier that's more suitable to your line speed, and provide you with a proportionate refund as well. We will also arrange for you to return the modem we have supplied. Note that a failure to return the modem will result in device charges being payable.

nbn[®] Enhanced SLAs

Most Business Broadband nbn[®] plans include nbn's Standard SLA as default. Some plans include Enhanced SLA-4 at no extra cost (see plan table above). Enhanced SLAs can be added to eligible Vodafone Business Broadband nbn[®] plans to assist with faster resolution of faults. The Enhanced SLA and any applicable charges will appear on your bill as an Add-On. The Add-On is charged one month in advance plus a pro-rated amount for any part-month the Enhanced SLA is active. Enhanced SLAs can be added or removed, changed to another SLA tier, or to the Standard SLA at any time (other than during any period when a fault has been reported). The relevant SLA will begin as soon as it's been applied to your service. If you change SLAs or cancel an Enhanced SLA, you will receive a prorated refund. Restoration Service Levels and any applicable credits are set out in the SFOA in Plan Details – Business nbn[®] Plans.

Vodafone 4G Back-up

This is a complimentary data-only service which provides internet access via our mobile network in a Vodafone Coverage Area during confirmed local NBN faults or when the nbn[™] is being activated. It is available until the fault is resolved or for a period of 30 consecutive days (whichever occurs first). Speeds for this service are limited to a maximum of 20Mbps (download) and 2Mbps (upload). This service is only available when using a Vodafone supplied NetComm Wireless NL20MESH modem with a Vodafone SIM on our network.

Other information

My Vodafone	You can keep track of your call and data usage and make changes to your account through My Vodafone. You can access My Vodafone by downloading the app or head to www.vodafone.com.au/myvodafone to set up your username and password to access My Vodafone through a web browser.
We're here to help	Check out our online support section at www.vodafone.com.au/support . Otherwise, call us on 1300 650 410 , or 1555 from your Vodafone phone. If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on 1800 062 058 , or head to www.tio.com.au
Bill	You will receive your bill free via email, and you can access it at any time through My Vodafone. If you'd like a paper bill posted, we can send you one for a fee of \$2.20. For customers on shared plans, only the account holder will receive a bill. This bill will show the total for all the shared plans, and the individual plan summary.
Coverage	The quality and availability of some services and speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion and network coverage. For more info on 4G backup coverage, head to https://www.vodafone.com.au/coverage .

For information on other plans, head to www.vodafone.com.au/cis. To view the full T&Cs for this plan, head to www.vodafone.com.au/terms. Business use only. Vodafone's Fair Use Policy applies. This includes use of any 'Unlimited' offerings. Head to www.vodafone.com.au/sfoa. nbn[®], NBN Co and other nbn[®] logos and brands are trade marks of NBN Co Limited and used under licence.