

Vastnet Business Internet

INFORMATION ABOUT THE SERVICE

WHAT IS THE SERVICE?

Vastnet Business Internet services use nbn™ Fixed Line (HFC, FTTN, FTTC, FTTB, FTTP) and Fixed Wireless network connection technology to deliver broadband services to customer premises.

AVAILABILITY

Service availability is dependent on the nbn™ connection type at the premises.

Service Availability by nbn™ Connection Type

SERVICE NAME	nbn SPEED TIER ¹	AVAILABILITY ²			
		FIXED WIRELESS	HFC	FTTN/C/B	FTTP
Business Fixed Wireless Plus	FW+	YES			
Business 50	50/20		YES	YES	YES
Business 100	100/40		YES	YES	YES
Business 250	250/100				YES

HARDWARE, EQUIPMENT, AND WARRANTY

Business Internet services require a suitable WiFi router/modem. You can purchase a modem from Vastnet or supply your own. If you choose to supply your own modem you are responsible for ensuring that the device meets the required standard, and is installed and configured correctly. You also acknowledge that the Vastnet Service Desk is not able to provide support for non-Vastnet supplied or approved equipment. Vastnet supplied equipment is covered by the manufacturer's warranty. Optional on site installation by Vastnet or one of our accredited partners will incur an additional charge. One off charges, such as modem purchase or installation, may be applied prior to service activation.

MINIMUM TERM

Business Internet services have a 12 month minimum term.

INCLUDED FEATURES

Business Internet services include unlimited data allowances.

OTHER SERVICES

Business Internet services can be optimised with nbn™ Traffic Class and enhanced Service Level options. Services can also be bundled with optional Vastnet cloud solutions including digital voice (SIP and vPBX), data backup, security, and software subscriptions. These optional services incur additional charges. Visit www.vastnet.com.au or call us on 1300 985 123 for more information.

INFORMATION ABOUT PRICING

MONTHLY CHARGES AND MINIMUM COST

SERVICE NAME	MONTHLY DATA	SETUP FEE	MONTHLY CHARGE	MINIMUM TERM	MINIMUM COST	EXIT FEE
Business Fixed Wireless Plus	Unlimited	\$0	\$79	12 months	\$948	\$500
Business 50	Unlimited	\$0	\$79	12 months	\$948	\$500
Business 100	Unlimited	\$0	\$140	12 months	\$1,680	\$500
Business 250	Unlimited	\$0	\$209	12 months	\$2,508	\$500

SERVICE CANCELLATION AND EXIT FEES

Services cancelled within the minimum term will incur an Exit Fee to allow us to recover reasonable costs incurred when allocating sufficient network capacity to deliver high quality services. Service cancellation requires 30 days notice and any charges already paid are forfeited on cancellation.

SETUP FEE, NBN INSTALLATIONS AND NBN CONNECTION CHARGES

Vastnet does not charge a setup fee for Business Internet services. You may require an **nbn** approved technician appointment and **nbn** equipment installation to access the nbn™ network. If you are in a new development area and not already connected to the nbn™ broadband access network, a New Development Charge may also be applied by **nbn**. Applicable charges will be itemised on your service order form prior to purchase and may be charged prior to service activation.

Your nbn™ connection may require you to transfer to an internet (IP) phone service to avoid losing your current landline phone connection. Ask the Vastnet Sales team for more information.

OTHER INFORMATION

INVOICES AND PAYMENT

Business Internet services are billed monthly in advance. Services must be paid by scheduled electronic payment method (or by credit card only if purchased via our website). Services are not invoiced and will be charged to your nominated payment method on the 1st of every month. A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. You can find full Vastnet terms at www.vastnet.com.au.

EXCESS USAGE AND USAGE INFORMATION

Business Internet services include an unlimited data allowance. Use of the service is subject to our Acceptable Use policy.

¹ SERVICE SPEED

'Speed Tier' refers to the maximum theoretical download and upload speeds that can be delivered over the nbn™ wholesale speed tier used for each service. Speeds can be affected by factors within our control, such as the Contention Ratio of the service, and factors beyond our control, such as the content being downloaded by the end-user, your distance and the quality of the copper from the node or basement for FTTN, FTTC, and FTTB services, the location of your Wi-Fi router/modem, and the number of connected devices running through your router at the same time.

The nbn™ Fixed Wireless Plus wholesale tier aims to deliver the maximum potential wholesale speed the network is capable of delivering at the time of use, however actual service speeds may be impacted by network congestion on the nbn™ Fixed Wireless network, and no performance guarantee is offered.

² SERVICE AVAILABILITY AND PERFORMANCE

Vastnet will not activate services on nbn™ wholesale speed tiers if actual service performance is unlikely to meet the customer's expectation. Vastnet will also provide remedies to customers not able to achieve expected service performance, including the opportunity to move to an alternate service or to cancel the service without penalty. Contact us on 1300 985 123 for more information.

CUSTOMER SERVICE

Contact our Service Desk on 1300 985 123. Fault notifications lodged out of Service Desk operating hours will be actioned when the next business day commences unless a customer has purchased an optional enhanced Service Level Agreement (eSLA).

DISPUTE RESOLUTION PROCESS

If you are dissatisfied with your service, you can contact us on 1300 985 123.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of the dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au.