

# Critical Information Summary

## Business NBN Bundles



### INFORMATION ABOUT THE SERVICE

The Business NBN Bundle is a Broadband and Phone service delivered on the **nbn**<sup>™</sup> network using Fibre to the Premises (FTTP), Fixed Wireless (FW), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), or Hybrid Fibre Co-Axial (HFC) technologies.

#### Required Services & Availability

The Business NBN Bundle is only available within the **nbn**<sup>™</sup> (FTTP, FW, FTTB, FTTN or HFC) ready for service area. **nbn**<sup>™</sup> availability can be checked using the coverage checker on the SpinTel website.

#### Minimum Term

The NBN Bundle is available on a month-to-month basis.

#### Minimum Monthly Charges

The minimum monthly cost for the Business NBN Bundle is equal to the sum of the Business NBN Broadband and NBN Phone monthly access charge. For example, if you were to select the 'Unlimited' (50Mbps) Broadband plan and the '\$10.00' Unlimited Phone plan, you would be charged \$69.00 + \$10.00 (\$79.00) per month.

#### Minimum Total Cost

- Month-to-month – The minimum total cost for the Business NBN Bundle is equal to one-month monthly access charges for the sum of the Business NBN Bundle and Phone plan costs. For example, if you were to select the 'Unlimited' (50Mbps) Business NBN Broadband plan and the '\$10.00' Unlimited Phone plan, you will be charged \$69.00 + \$10.00 = \$79.00.

### INFORMATION ABOUT PRICING

#### Monthly Charges

##### Internet

50Mbps	100Mbps Midnight-7PM AEST (FTTN, FTTB, FTTC, HFC)
\$69.00	\$79.00

- Broadband speed shaped to 50Mbps between 7pm and Midnight for the 100Mbps.

##### Business Phone

Phone Package	\$10
Local calls	Unlimited
National calls	Unlimited
Mobile calls	Unlimited
13/1300 calls	40 cents

- Top 50 international special, up to \$1.98 for the first hour. Full rates available on our website.
- Other international calls, variable. Full rates available on our website.
- Timed calls are billed in 60-second increments.
- Calls to 19/1900 services are not available on the SpinTel NBN Phone service.
- Service will not work if there is no power to any **nbn** equipment or your modem/router

#### New Development Charge

If you're in a new development and not already connected to the **nbn**<sup>™</sup>, you may incur a New Development Charge of \$300 to connect your premises to the **nbn**<sup>™</sup>.

#### Use of the Telephone Service During a Power Outage

# Critical Information Summary

During a power failure, or if the SpinTel Network Gateway or your modem is switched off or faulty, you will not be able to make or receive phone calls, including calls to emergency services. Priority Assistance services such as Medi-Alert are not offered. If you use a back-to-base alarm or any other phone-dependent service, you'll need to consider purchasing a battery backup solution (e.g. a UPS) to give you the required up-time suitable for your needs. SpinTel nbn™ services do not include a battery backup. For more information, please visit [spintel.net.au/batterybackup](https://spintel.net.au/batterybackup) or visit [www.nbnco.com.au/battery](https://www.nbnco.com.au/battery).

## Incompatible Equipment

Most existing devices will be supported by the SpinTel Phone service. Some older landline telephone handsets (such as a dial/rotary phone), back-to-base alarm systems, personal response systems (medical alert/emergency call systems) and fax machines may not work. Please consult the device manufacturer.

## Customer Service Guarantee

The NBN Bundle and set-up pricing is based on customers agreeing to waive their rights under the Customer Service Guarantee (CSG). For more information, please contact SpinTel on 13 22 10.

## OTHER INFORMATION

### Full speed during the day otherwise 50Mbps

The hours between Midnight and 7pm Australian Eastern Daylight Time

### nbn™ Speeds

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by SpinTel. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### nbn™ Co-Existence Period

A Co-Existence Period may exist for services using nbn™ FTTB and FTTN where other ADSL or special services may co-exist on the same network infrastructure as the nbn™ services. During this period, optimal speeds may not be possible due to interference from equipment or network provided by other services. This may be up to 18-months after a new nbn™ service is activated.

### Monitoring Your Usage

You may view your usage by logging onto SpinTel's member portal My Account. Access My Account at: [my.spintel.net.au](https://my.spintel.net.au)

### Billing

You will be billed up-front for any hardware and activation charges. You will then be billed according to your billing cycle. The first bill you receive may include charges for any days remaining in the month until your billing cycle ends and will also include charges in advance for the next billing cycle. Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle. Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used. You will receive your bill at least one week prior to any direct debits.

### How to Contact SpinTel

Our call centre is available seven days a week from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

### Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at [spintel.net.au/complaints](https://spintel.net.au/complaints). If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: [tio.com.au](https://tio.com.au)

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