Critical Information Summary
Business nbn™

nbn™ Plans	Monthly Charge	Data Allowance	Static IP	Typical Download	Typical Upload	Contract Term	Total Minimum
nbn 50/20	$79	Unlimited	Included	48 Mbps	17 Mbps	1 Month	$79
nbn 100/20	$99	Unlimited	Included	95 Mbps	17 Mbps	1 Month	$99
nbn 100/40	$109	Unlimited	Included	95 Mbps	34 Mbps	1 Month	$109
nbn 250/25	$119	Unlimited	Included	240 Mbps	21 Mbps	1 Month	$119
nbn 1000/50	$149	Unlimited	Included	600 Mbps	42 Mbps	1 Month	$149
nbn 250/100	$169	Unlimited	Included	240 Mbps	85 Mbps	1 Month	$169
nbn 500/200	$279	Unlimited	Included	460 Mbps	170 Mbps	1 Month	$279
nbn 1000/400	$389	Unlimited	Included	600 Mbps	360 Mbps	1 Month	$389

Information about the service

Our Business nbn™ service uses NBNCo infrastructure to deliver internet to your premises. All costs mentioned within this document are exclusive of GST.

Availability

This service is available in areas where nbn has been rolled out. To check service availability visit https://www.nbnco.com.au/

Requirements

You will need the following:

- Compatible NBN modem/router.
- NBN may need to install equipment both inside and outside your premises.
- Network connection device for FTTC customers which will be provided at no cost.
- Network terminating device for HFC customers which will be provided at no cost.

Important Information

If your premise is connected via Fibre to the Node (FTTN) or Fibre to the Curb (FTTC) technology, your copper phone line will be taken over by the connection. You will need to transfer your number to an internet-based phone service, or it will be lost.

Minimum Term

- This service is supplied on a month to month basis with no fixed term contract.

Conditions

Service may be restricted, suspended, or terminated if:

- You fail to pay your bill.
- You abuse our team.
- You breach our terms and conditions or fair use policy which can be found at www.ucpath.com.au/agreements

Additional Pricing Information
Hardware Fees

You can bring your own compatible NBN-ready modem/router or purchase one from UcPath. Chat with our team on 1300 882 888 for both outright and financed hardware options.

New Development Charge

Charge from NBN Co for service to be connected at a new development location.

One-Time Payment: $300

Installation Costs

Installation is a one-time cost which is performed during standard business hours.

Self-Installation: $0
Professional Installation: $300

Paper Invoice Fee

Paper invoices incur a fee of $2.20. Receiving your invoice via email does not incur a charge.

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Late Payment Fee

Late or dishonoured payments incur a one-time fee of $15 per event.

Payment Options & Fees

Direct Debit Bank Account	$0.00
BPAY	$0.90
Australia Post	$3.00
Cheque	$2.00
Visa	1.60%
Mastercard	1.60%
American Express	2.75%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per percentage of the total invoice and added to the following bill cycle.

Early Termination Charges

There are no early termination charges for this service. If you disconnect or transfer this service, you will only be charged for the remainder of the current billing cycle plus any outstanding hardware and fees.

Fibre to the Premises Upgrade Details & Charges

To receive a Fibre Upgrade, eligible premises will need to order the following plans and service address is qualified for an upgrade:

FTTN location: Minimum speed of 100/20 or above
FTTC location: Minimum speed of 250/25 or above

If the speed of a fibre upgrade is downgraded back below the minimum speeds stated above or if the service upgraded from FTTN/C to FTTP is cancelled in the first 12 months there will be an additional fee of $250 on top of standard early termination charges.

NBN Speeds

Actual NBN speeds are impacted by a range of factors including the type of technology that is available at your address, the number of users and devices simultaneously using your connection, your configuration of any computer hardware and software, as well as the content source.

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable and may be affected by the location of your wireless router. Network congestion on domestic and international links can be present during peak times of activity.

Support

We have an all Australian-based team who can help you with any support, account, or sales enquiries. Please contact us via any of the below channels:

Phone:	1300 882 888
Email:	support@ucpath.com.au
Website:	www.ucpath.com.au/support

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone:	02 9816 9810
Email:	escalations@ucpath.com.au

Ombudsman

If you are still unsatisfied with the outcome of your complaint you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting their website at www.tio.com.au/making-a-complaint

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