Critical Information Summary
Business nbn™

nbn™ Plans	Monthly Charge	Data Allowance	Static IP	Typical Download	Typical Upload	Contract Term	Total Minimum
FW 100/20	$88	Unlimited	Included	50 Mbps	8 Mbps	1 Month	$88
FW 250/20	$93	Unlimited	Included	90 Mbps	8 Mbps	1 Month	$93
FW 400/40	$102	Unlimited	Included	120 Mbps	8 Mbps	1 Month	$102
50/20	$89	Unlimited	Included	50 Mbps	17 Mbps	1 Month	$89
100/20	$93	Unlimited	Included	99 Mbps	17 Mbps	1 Month	$93
500/50	$93	Unlimited	Included	500 Mbps	43 Mbps	1 Month	$93
750/50	$102	Unlimited	Included	750 Mbps	43 Mbps	1 Month	$102
1000/100	$115	Unlimited	Included	860 Mbps	85 Mbps	1 Month	$115
2000/100	$175	Unlimited	Included	1829 Mbps	85 Mbps	1 Month	$175
2000/200	$175	Unlimited	Included	1829 Mbps	174 Mbps	1 Month	$175
100/40 Bronze	$99	Unlimited	Included	100 Mbps	34 Mbps	1 Month	$99
250/100 Bronze	$99	Unlimited	Included	249 Mbps	85 Mbps	1 Month	$99
250/100 Gold	$113	Unlimited	Included	249 Mbps	85 Mbps	1 Month	$113
500/200 Gold	$119	Unlimited	Included	498 Mbps	174 Mbps	1 Month	$119
1000/400 Gold	$144	Unlimited	Included	875 Mbps	339 Mbps	1 Month	$144
2000/500 Gold	$220	Unlimited	Included	1829 Mbps	428 Mbps	1 Month	$220

Information about the service

Our Business nbn™ service uses NBNCo infrastructure to deliver internet to your premises. All prices 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

UcPath

Critical Information Summary
Business nbn™

Additional Pricing Information

Hardware Fees

You can bring your own compatible NBN-ready modem/router or purchase one from UcPath.

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.

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	1.90%
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.

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