

## SERVICE DESCRIPTION

A **VP Net** Business NBN service is a businessgrade NBN service that allows you Unlimited Downloads at a chosen set speed and a Chosen Response time for any downtime. A VP Net Business NBN Service can provide your business with a low-cost Business grade service and proactive router management allowing for each staff member in your office to have a direct access to the NBN Network without security issues, capped downloads and no one to contact if faults occur.

## STANDARD INSTALLATION REQUIREMENTS

You will also require suitable hardware. Our Business team can provide you with information regarding the most suitable hardware solution for your needs. Our business grade bundles include hardware, however, if you wish to utilise the 4G backup, a SIM Card is required.

## MINIMUM CONTRACT TERM

24 months

## WHAT IS INCLUDED AND EXCLUDED

You VPnet Business NBN plan comes with your chosen speed and SLA time and also includes;

- Business Grade Firewall
- Draytek Router (Leased)
- Proactive Router Management
- Unlimited Downloads

Not included

- SIM card for 4G backup

## MINIMUM MONTHLY ACCESS FEE

This depends on the plan you have ordered and the SLA time chosen

Business NBN Starter	Business NBN Premium
100/40 + 8h SLA	250/25 +8h SLA
\$239 per Month	\$260 per Month
100/40 +4h SLA	250/25 +4h SLA
From \$274 per Month	From \$299 per Month

## MINIMUM TOTAL COST

The Minimum Total Cost is an amount calculated as the Minimum Monthly Access Fee plus the Termination Fee of \$80.00.

## TERMINATION / CHANGE FEES

If you cancel your plan or make a change to your plan that reduces your spend, we will charge you a fee of \$80.00.

## AVAILABILITY

VPnet Business NBN is only available to ABN holders located at fully qualified premises within the NBN Co national network footprint, with connectivity to an NBN Co HFC or FTTP connection.

## SCHEDULE OF FEES and CHARGES

We have some miscellaneous charges you should know about. Check the full list of charges at: <https://vpnet.com.au/schedule-fees-charges/>

## FULL TERMS & CONDITIONS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit <https://vpnet.com.au/terms-and-conditions/> which sets out the terms and conditions upon which we provide our products and services.

## USAGE INFORMATION

For information about your current usage levels please contact Customer Service on 1300 936 450.

## BILLING

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro- rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

## CUSTOMER SERVICE

If you have any questions regarding your plan, technical support or service please call us on 1300 936 450.

## COMPLAINTS / DISPUTES

If you have a problem or complaint about your service please call us on 1300 936 450 or visit <https://vpnet.com.au/complaint-handling-process> for information on our complaints handling procedure and relevant contact information.

## FURTHER ASSISTANCE

If we are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [www.tio.com.au](http://www.tio.com.au)