



Connect with Confidence

Tel5 PTY LTD (ABN 44 938 215 544)
Address: 154A Halifax Street, Adelaide, SA 5000
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Website: www.tel5.com.au

Business NBN + 4G Backup Option

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

Tel5 NBN provides your business with an internet connection, delivered over NBN Co's network. Our 4G Backup *option* provides a level of redundancy and peace of mind.

MINIMUM TERM

Tel5 NBN plans have a minimum contract term of 24 months.

DATA USAGE

Your Tel5 NBN plan includes Unlimited data. This means you will never incur additional usage fees, and your service will not be subject to network shaping. You will enjoy the full speed your plan includes, subject to NBN Co's network.

HARDWARE

To access a Tel5 Business NBN connection, you need a compatible modem. You may be able to re-use your existing device, or you may need to purchase a new device. If you are unsure of the compatibility of your existing device, please speak our IT team directly.

4G BACKUP OPTION

If you choose to take up the 4G Backup Option, this will only work in areas with sufficient 3G or 4G coverage. 4G Backup is only available to customers choosing to purchase a compatible modem from Tel5. Backup speeds are permanently shaped at 10/2 – as such, this will only provide a limited backup option, and may not be suitable to run your entire business. *Speak with your Business Solutions Specialist about our 4G Failover Solution which may be more suitable.*

This service is also unlimited. It is, however, restricted for use as a backup option only in times of NBN Failure. It will be closely monitored for any usage outside of this scenario. Should the service be seen to be used externally, or when NBN is still in operation, Tel5 reserves the right to apply reasonable additional charges.

AVAILABILITY

Tel5 Business NBN is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. The site address for connection must have availability to connect to the NBN Co's network utilising fixed or wireless connection types (FTTN, FTTC, FTTP, FTTB, HFC & FW). It is not available to site addresses serviceable by SkyMuster Satellite.

NBN CONNECTION PROCESS

Each Tel5 NBN connection requires work to be completed by either NBN Co directly, or one of their registered partners. Additional cabling work may be required to finalise the termination of the NBN Network at your premise. These requirements will only be known after an NBN Technician has attended the site. Additional work may be required at your premises to allow this connection to be finalised. Any additional work required is at your expense. In the event additional work is required, you can engage any service agent of your choosing. If you would like us to recommend an agent to you, please let us know, and we will refer to you to one of our preferred partners.

INFORMATION ABOUT PRICING

Tel5 NBN plans have three different speed tiers available. The speeds indicated in the table below are the maximum speeds that can be achieved on the given plans. The actual speed you experience is subject to several factors. Please refer to the section under Service Speeds for further information.

NBN Tier	Tel5 NBN Plans			
	NBN12 Basic (Grandfathered)	NBN25 Basic+	NBN50 Standard	NBN100 Fast
Download Speed	12	25	50	100
Upload Speed	1	10	20	40
Monthly Cost	\$75	\$85	\$95	\$110
Data Allowance	Unlimited			
Activation Fee	\$0			
Minimum Cost	\$1,800	\$2,040	\$2,280	\$2,640

AD-ON OPTIONS

Tel5 Business NBN plans have additional products & services available in addition to the basic access plans listed above. Your Business Solutions Specialist will work with you to ascertain what may be of benefit to your business.

Additional ad-on options include, but are not limited to:

Ad-On Option	Monthly Cost
4G Backup	\$10.00
Modem & Setup	From \$12*

* \$12 / mth for 24 months includes your new modem, 4G Backup Option configuration, and basic installation at your site. Additional fees may be applicable, depending on the complexity of your site requirements.



PRICING

All pricing in this document includes GST. Minimum cost includes any monthly access fees for the minimum term.

EARLY TERMINATION FEES

If you cancel your Business NBN service, or it is disconnected, Early Termination Fees (ETF) are applicable. This fee is calculated as your monthly access fee, combined with any add-on features, multiplied by the months remaining in your termed contract.

RELOCATION FEES

If you relocate your service whilst under contract, you will be charged a once-off relocation fee of \$150. Your service contract will renew at the new premise for a further 24 months. You will not be charged an Early Termination Fee under this circumstance. In the event NBN is not available at your new premise, you will be charged the full Early Termination Fee.

SERVICE AND PLAN CHANGES

If you are migrating an existing ADSL Connection to a Tel5 NBN plan, it is important to note that you will not be able to move back to your previous copper network, in any circumstance. During your minimum term, you are able to move to a higher speed tier, however, you will be unable to move to a lower speed tier than that which you connect to initially. All plan changes incur a once-off \$49 administration charge. You must provide 30 days written notice to us to disconnect a service.

SUBSEQUENT INSTALLATION FEE

If your site already has an active NBN connection with any provider, and this service is an additional connection, then a subsequent installation fee of \$299 may be charged by NBN Co, at their discretion. This is likely if sufficient infrastructure is not available for the service being delivered alongside an existing active NBN connection at the same location. This cost is charged directly to Tel5 and is passed onto you at cost. This cost is not included in any minimum costs included in the pricing table above and cannot be waived.

NEW DEVELOPMENT SURCHARGE

In April 2016, the Federal Government announce a New Development Surcharge of \$300. This fee applies to the first NBN connection at certain premises. This surcharge is charged directly to Tel5 and is passed onto you at cost. This cost is not included in any minimum costs included in the pricing table above and cannot be waived.

SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your NBN™ speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the NBN™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

Your speed will be particularly affected even further during peak usage times (10am to 3pm). Refer to the Key Facts Sheet: NBN Broadband document for more information relating to speeds on the NBN™ network.



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OTHER INFORMATION

CONNECTION TIMEFRAMES

Typical NBN connections take between 1 day and 4 weeks to complete. Timeframes are largely dependent on existing NBN infrastructure to your premise, and if an NBN Technician visit is required. Different technology types will also vary your connection timeframe.

BILLING

We will bill you in advance for the minimum monthly charge and ad-on features (where applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

LATE PAYMENT FEE POLICY

To ensure timely payments and continued service, Tel5 enforces a \$15 late payment fee for overdue invoices. This fee applies under the following conditions:

- Payments not received by the due date specified on the invoice will incur a \$15 late fee.
- The late fee will be added to the outstanding balance and reflected in the next billing cycle.
- Failure to clear overdue payments may result in service suspension until the outstanding balance (including the late fee) is paid in full.

For any payment-related concerns, please contact our billing department via email billing@tel5.com.au or Phone 0881005255.

WE'RE HERE TO HELP

If you have any questions, simply call us on 1300 00 TEL5 (1300 008 355). Alternatively, you can visit our website at www.Tel5.com.au.