Critical Information Summary

Business nbn®2000/500 Gold

Unlimited business internet with a static IP address · Gold support

This summary sets out the key facts about this plan: what you get, what it costs and the conditions that apply, so you can compare it with other offers. It is a summary only. Read it with your service agreement and our standard terms at aandstc.com.au/terms. All prices include GST.

1 Summary of this offer

	12-month minimum term	24-month minimum term
Minimum monthly charge	**$277**	**$277**
Maximum monthly charge	**$277** Plus optional extras you order and section 5 charges that apply to you	**$277** Plus optional extras you order and section 5 charges that apply to you
Minimum total cost	**$3,324** 12 × $277, with $0 standard connection	**$6,648** 24 × $277, with $0 standard connection
Early termination charge	**$110** Flat, only if you cancel within the minimum term	**$110** Flat, only if you cancel within the minimum term
The service	Business internet over the nbn fixed-line network. Unlimited data, a static IP address, no usage charges and no speed shaping. nbn priority fault restoration within 4 hours.	
Typical busy period speed	**1810 Mbps download, 430 Mbps upload**, 7pm–11pm. Speed tier 2000/500 Mbps.	

2 About the service

What's included

- Internet on the nbn 2000/500 Mbps speed tier
- Unlimited data in Australia
- One static IPv4 address, yours for the life of the service
- Support from our Ipswich team, Monday to Friday
- No other service needs to be bundled

Where it's available

On nbn Fibre to the Premises (FTTP). We check your address before you order.

What you need

An nbn-compatible router: use your own, or buy one from us at the price we quote. If nbn installs equipment, someone 18 or over must be on site, with the property owner's permission where needed.

Before you switch

Tell us about any phone line, fax, EFTPOS terminal or alarm on your current service, so we can plan the move with you. Your old provider's contract and exit charges are separate.

Who provides the network

The nbn access network is operated by NBN Co. We connect your service to it through our wholesale network partner. A&S Total Comms is your provider and is responsible for your service, billing and support.

3 Connection, faults and support

Getting connected

Once nbn accepts your order we confirm your connection date. If a technician is needed, nbn books an appointment with you. Billing starts on the day your service is connected.

Reporting a fault

Call or email us, Monday to Friday, 8am–5pm AEST. We test your service and, if the fault is in the nbn network, raise it with nbn and keep you updated until it is fixed.

Support level

This Gold plan includes nbn priority fault restoration: nbn aims to fix a network fault within 4 hours of accepting it. We log faults with nbn during our business hours.

4 Speed

2000/500 Mbps is the speed tier: the plan's maximum speed, available outside the busy period. From 7pm to 11pm, customers typically receive **1810 Mbps download and 430 Mbps upload**, measured across the network that carries your service. FTTP can deliver the full speed tier to your connection box. See this plan's **Key Facts Sheet**.

5 Other charges that may apply

Charge	Amount
nbn new development or connection box charge Only if nbn charges it: $300 for a new development, or $297 to replace a connection box that can't carry this speed. We tell you before you order.	**From $297**
Non-standard installation If nbn needs extra work to connect your premises. Nothing proceeds until you accept the quote.	**As quoted**
Missed appointment or incorrect call-out If an nbn technician can't get access, or attends a fault in your own equipment. Passed on at nbn's cost.	**At cost**
Equipment and on-site work Optional. Only if you ask us to supply a router or to install, configure or cable your site.	**As quoted**

6 Your agreement, bills and payments

Bills and payment
Monthly in advance, by email; the first bill includes a part-month charge from your connection date. Pay by bank transfer, credit card or debit card by the due date. No payment method has a fee or surcharge. Data is unlimited, so there are no usage charges; call or email us for account details.

After your minimum term
Your plan continues month to month at the same price. You can cancel at any time without an early termination charge.

Changes we make
If we change your plan, price or terms in a way that is detrimental to you, we give you at least 30 days' notice, and you can cancel without an early termination charge.

Changing plans or moving
Talk to us first. Changing to another plan with us is not cancelling. We check a new address before you move; its nbn technology may limit the plans available.

Cancelling
Cancel at any time by phone or email, with no notice period; we disconnect on the date you choose. Charges already billed for the current month aren't refunded. Within the minimum term the $110 charge applies. Your Australian Consumer Law rights are not affected.

7 Important things to know

Power failures and Triple Zero
The service won't work in a power failure unless it uses FTTP with a working nbn battery backup. Phone services that run over it, including calls to 000, will also stop. Keep a charged mobile handy.

Medical and security alarms
Before ordering, ask your alarm provider if your alarm works on the nbn and what alternatives exist. Register medical alarms at nbnco.com.au.

Fair use and your information
Unlimited data is for your business's own use under our Fair Use Policy at aandstc.com.au/legal-documents. We may suspend the service for misuse, or for unpaid bills after notice. Our privacy policy is at aandstc.com.au/privacy.

8 Help, complaints and the Ombudsman

Contact us
07 3173 1445
accounts@aandstc.com.au
Monday to Friday, 8am–5pm AEST

Complaints
Contact us first and tell us the outcome you want. Our process is at aandstc.com.au/complaints.

Telecommunications Industry Ombudsman
Free and independent, if we haven't resolved it: 1800 062 058, tio.com.au.

Interpreter: TIS National 131 450. National Relay Service: accesshub.gov.au/about-the-nrs. Trouble paying? Contact us early; see our financial hardship policy at aandstc.com.au/hardship. nbn® is a registered trademark of NBN Co Limited.