

Business nbn[®] 500/200

Unlimited business internet with a static IP address · Standard 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	\$146	\$146
Maximum monthly charge	\$146 Plus optional extras you order and section 5 charges that apply to you	\$146 Plus optional extras you order and section 5 charges that apply to you
Minimum total cost	\$1,752 12 × \$146, with \$0 standard connection	\$3,504 24 × \$146, 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.	
Typical busy period speed	500 Mbps download, 178 Mbps upload, 7pm–11pm. Speed tier 500/200 Mbps.	

2 About the service

What's included

- Internet on the nbn 500/200 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 Standard plan has no enhanced fault restoration commitment. Our Bronze and Gold plans include nbn restoration targets of 12 and 4 hours.

4 Speed

500/200 Mbps is the speed tier: the plan's maximum speed, available outside the busy period. From 7pm to 11pm, customers typically receive **500 Mbps download and 178 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 charge Only if nbn charges it because your premises is in a new development. We tell you before you order.	\$300
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.