

## SMARTALK

### Critical Information Summary

#### *Smartalk Business NBN*

#### Information About The Service

##### *The service:*

Smartalk Business NBN is an internet service provided over the National Broadband Network (nbn™) and available in NBN serviced areas.

##### *Key Details:*

Your data allowance includes uploads and downloads. Monthly Access Fees and Included Data are subject to a pro rata calculation in your first month of activation. Your unused data allowance expires monthly. If you use all your included data within a billing cycle, the speed will be limited to 2Mbps until the next billing cycle commences. Connection Tier refers to the type of nbn™ connection installed at the customer's premises. For more information regarding these tiers, please visit the nbn™ website at <https://www1.nbnco.com.au/residential/learn/rollout-map.html> and insert your address.

##### *Mandatory components:*

You will require a modem/router for this service. The monthly fee does not include the cost for a modem/router but you may purchase one from us at an additional cost. Please contact us for further information.

##### *Minimum term:*

The service is available with a minimum term of 24 months.

##### *Important conditions:*

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Alternatively, you may check this yourself by going to the nbn™ website <https://www1.nbnco.com.au/residential/learn/rollout-map.html> and entering your address.

This service provides you with a static IP address. Additional IP addresses can be purchased for an additional cost. Please contact us for further information.

Standard Form of Agreement and Acceptable Use Policy applies to our NBN Fibre Broadband services.

A valid ABN is required to be eligible for these plans.

Non-standard installations may require you to pay charges. If you take up a Fibre to the Business service, you may not be able to move back to a copper service.

#### Information About Pricing

##### *Minimum monthly charge:*

Monthly included allowance	25/5 1000GB	50/20 1000GB	100/40 1000GB
Minimum monthly charge 24-month contract	\$80.00	\$90.00	\$100.00
Minimum charge for entire term	\$1,920	\$2,160	\$2,400

*Total minimum cost includes a 4 Port Wi-Fi modem and associated shipping and handling fees.*

*Early termination charges:*

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months, times the minimum monthly contract charge. The maximum EFT per service is dependent on how many months the service has been active and in use.

*Unit Pricing Information:*

Monthly included allowance	25/5 1000GB	50/20 1000GB	100/40 1000GB
Cos of using 1MB incl. in allowance, 24-month contract	\$0.00008/MB	\$0.000009/MB	\$0.001/MB

**Other Information**

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1 300 680 215 or by sending an email to [info@smartalk.com.au](mailto:info@smartalk.com.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

We are dedicated to excellence in servicing our clients. There are many ways for you to contact us:

- Email us at [info@smartalk.com.au](mailto:info@smartalk.com.au)
- Call us on 1300 215 680, 9am – 5pm, Monday to Friday.

We will do our best to solve your problem during our first contact. If for some reason, you are not satisfied with the service we have provided. Or we are unable to resolve your issue to your satisfaction please visit <https://smartalk.com.au/contact/>

If you are still not satisfied, you may seek assistance from the Telecommunications Industry Ombudsman (TIO).

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of September 2019.