

## Critical Information Summary

### Gnet.Live Business NBN with SLA

#### The Service

The Gnet.Live Business NBN with SLA plan is a broadband internet service offering fast speed Internet access with unlimited data and guaranteed contention (4:1).

Plan	Black 50	Black 100
Monthly charge	\$100	\$125
Typical Minimum Speeds During Business Hours (8am-5pm)	42/18Mbps	85/37Mbps
Monthly Included Data Allowance	Unlimited	
Once off connection fee	\$50	
Minimum Term	1 Month	
Early Termination Charge	Remainder of Contract	
Minimum charge for 1 month term	\$150	\$180
Service Level Agreement	<a href="#">Business NBN SLA</a>	

#### Minimum and Maximum Monthly Charge

All normal monthly costs are fixed. There are NO excess usage charges on data. Invoices which are paid 14 days later than the due date will incur a late fee charge of 10% added to the invoice amount.

#### Mandatory Components

To receive our NBN service your business will need to be within an NBN coverage area (excluding satellite or fixed wireless). You can check your location by contacting us. Your business may require an NTD (network termination device) to be installed if it has not been already, which may incur a \$300 NBN new connection fee.

#### Equipment Required

For services that are on a VDSL hand over (FTTN/FTTB) a VDSL modem will be supplied, this is suitable for basic operation. For service with an Ethernet hand over (FTTP/FTTC) nothing is supplied, the user will need to supply their own router. Gnet.Live can provide a business grade router and networking solution for an additional price which may vary depending on your requirements.

#### 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.

#### Inclusions & Exclusions

The service is for small and medium business consumers and may not be resold.

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility.

#### Early Termination Charges

All plans have a minimum duration of 1 month. If you are unhappy with your service then you may terminate your service and only pay for the first month and the setup fee.

## Enquires, Feedback and Complaints

We are committed to providing you with excellent service. Please contact us by calling 02 4977 3000 or via our website <https://gnet.live> if you have any questions.

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after contacting us you may contact the TIO for independent mediation. If you wish to contact the TIO, you can do so as follows:

- Phone: 1 800 062 058
- Fax: 1 800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>



Full Terms and Conditions available at <https://gnet.live/legal>

CIS-2001BNBN-SLA.29