



Critical Information Summary

NBN Business Plans

This is a summary only. See full product details at www.mesh.telco.com.au

Information About This Service

The NBN service delivers Internet connectivity via the NBN Fibre Network (FTTP, FTTB, or FTTN). There are a range of value-added services included. This Critical Information Summary covers NBN Fibre (FTTP, FTTB and FTTN) and NBN Fixed Wireless.

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

NBN is available as:

- Month to month, 12 month & 24 month contracts

Maximum monthly charge

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges. This includes a static IP.

When your contract expires, you will be charged month-to-month (no contract).

What's Not Included

- You are responsible for providing a connected landline service (from Mesh or other carrier), NBN modem or router, filters, splitters where the plan is not bundled.
- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract. This is treated as a new 12-month or 24-month contract.
- Dishonour and Overdue Account charges may apply if bills are not paid on time.
- Incorrect Call Out charges may apply if a Telstra technician attends your premises and the fault is with your equipment or cabling and no fault found(not with the Telstra network).

Information About Pricing

Total Minimum Cost

Set up costs month to month - \$199, 12 months - \$69, 24 months - free.

Mesh NBN 25/5 Unlimited			
	Month to month	12 months	24 months
Minimum monthly charge	\$99.90	\$89.90	\$89.90
Min charge for entire term incl set up cost	\$298.90	\$1147.80	\$2157.60
Mesh NBN 50/20 Unlimited			
	Month to month	12 months	24 months
Minimum monthly charge	\$109.90	\$99.90	\$99.90
Min charge for entire term incl set up cost	\$308.90	\$1267.80	\$2397.60
Mesh NBN Unlimited 100/40			
	Month to month	12 months	24 months
Minimum monthly charge.	\$119.90	\$109.90	\$109.90
Min charge for entire term incl set up cost	\$318.90	\$1387.80	\$2637.60

All prices include GST.

Data usage is counted in Kb. For billing purposes 1Mb = 1000Kb and 1Gb = 1000Mb.



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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.

Data Usage

The data usage is based on the contract you sign up to.

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.

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information via email but you can request a paper bill at a cost of \$3.00. Direct Debits are typically processed on the 15th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

TTY: 1800 675 692

National Relay Service Call on 1800 555 677 then ask for 1800 062 058

www.tio.com.au/making-a-complaint

PO Box 276, Collins Street West, VIC 8007

Changing Plans

You can upgrade or downgrade your plan at any time. Changes come into effect at the beginning of the next billing cycle. A \$25.00 charge applies if you choose to downgrade your plan before the end of the contract term.

NBN Network Partners

Mesh provides NBN broadband through our wholesale partners:

- AAPT
- iBOSS

Other Information

Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820. We will also send email/SMS notifications when you reach ~50%, ~85% and ~100% of your monthly quota.

Cancellation

We require one calendar month's written notice to cancel your service or change provider. Charges apply if you cancel during your contract term:

Contact Details

Phone: 1300 080 820

Fax: 1300 658 852

Email: customersuccess@meshtelco.com.au

Website: www.meshtelco.com.au

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 080 820 or by sending an email to customersuccess@meshtelco.com.au if you have any questions, would like to give feedback or complain.