

# Critical Information Summary

## Business Enhanced nbn™ Plans



### Information About the Service

The Voipex Business Enhanced nbn® plans comprise of a high-speed internet service which will allow you to access online content. Depending on the broadband technology that nbn™ has enabled in your area the high-speed internet service will be either fibre to the premises (FttP), fibre to the node (FttN), fibre to the building (FttB,) fibre to the curb (FttC) or Hybrid Fibre Co-Axial (HFC).

### Required Services and Availability

Coverage for the VoIPex nbn™ plans varies and can be confirmed by contacting Voipex on 02 4957 8997.

You will require an nbn™ compatible router to access your nbn™ service. You can obtain one yourself or Voipex can provide one to you at an additional cost.

### Minimum Term

There is a 1-month minimum term on the Voipex nbn™ plans.

After the first month the contract is a pre-paid month-to-month rolling contract.

### Internet Plan Pricing

Plan	Business Pro	Business Pro Plus	Business Premium	Business Premium Plus
Monthly Fee	\$135	\$135	\$165	\$195
Total Minimum Fee	\$135	\$135	\$165	\$195
nbn® Speed Tier	100mbps/40mbps	250mbps/100mbps	500mbps/200mbps	1000mbps/400mbps
nbn® Technology	FTTB, FTTC, FTTN	FTTP, HFC	FTTP	FTTP
nbn® eSLA	Enhanced-12 (24/7)	Enhanced-12 (24/7)	Enhanced-4 (24/7)	Enhanced-4 (24/7)
Data Allowance	Unlimited			
Set-up Fee	\$0			
Contract Terms	Month-to-Month billed in advance			
IP Address Type	Static IP Address			
Cancelling the service	You can cancel the service at any time without incurring additional charges.			

### nbn Wi-Fi Modem Pricing

Hardware Costs	Voipex can provide a nbn compatible Wi-Fi modem router for \$349.00 including shipping. Please see the Voipex website for modem specifications.
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## Other Information

### Installation Information

Standard nbn™ installations are completed without charge to you.

During a Standard nbn™ installation an nbn™ contractor may require access to both the inside and outside of your property to complete the installation.

If your installation is a non-standard installation, then nbn™ will discuss and obtain your consent to any additional charge before starting the work. These additional charges will appear on your VoIPex bill.

### Usage Information

Customers can obtain information on their internet usage by accessing their Voipex Account here:

<https://splynx.voipex.com.au/>

### Your Monthly Bill

On the first day of each month, we will bill you in advance for the minimum monthly charge. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### Cancellation Fees

Services under a No Contract have no cancellation fees.

## Customer Service Contact Details

You can contact Voipex using the following information:

For Sales, Support and Billing assistance Voipex can be contacted on 02 4957 8997, Monday to Friday between 9:00am and 5:00pm NSW time.

Extended support hours for Business Enhanced plans are 8:00am to 8:00pm Monday to Friday and 9:00am to 6:00pm Weekends.

You can also contact us via email using the following details:

Sales: [sales@voipex.com.au](mailto:sales@voipex.com.au) Support: [support@voipex.com.au](mailto:support@voipex.com.au) Billing: [accounts@voipex.com.au](mailto:accounts@voipex.com.au)

## Complaints or Disputes

If you have a problem or complaint about your service, please contact Voipex as soon as possible using the contact details listed above.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your complaint or dispute and wish to take the matter further, please follow the escalation process outlined at: <https://www.voipex.com.au/support>

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <http://www.tio.com.au/making-a-complaint>