

### BUSINESS NBN® SERVICE – ENHANCED SERVICE LEVELS

#### INFORMATION ABOUT THE SERVICE

##### Description of the Service

All nbn products come with a Standard Service Level Agreement, which can be enhanced to provide faster fault rectification and a wider window of time during which nbn faults will be addressed. Field Solutions Group offer four levels of Enhanced Service Level Agreement (eSLAs) to support your eligible nbn connection. These are designed to provide priority support by ensuring faster rectification with nbn in the event of a nbn network fault (plan depending).

##### Service Availability

eSLAs are available to both business and residential eligible nbn plans. Excludes isolated and limited access areas. Please contact Field Solutions Group to find out if your services are eligible on 1300 000 477.

##### What's Included

eSLAs will include an option for after-hours installation appointments by a nbn business grade technician. After-hours install appointments will be available between 5pm to 9pm on weekdays, and between 8am to 5pm on weekends (local time). Nbn Service rectification commitments are as per selected eSLA below. Note: Fault Restorations services levels are extended by 14 hours for Major Rural and Minor rural areas and 28 hours for remote Areas where a site visit is required.

**\*Business Service Starter (90 day)** offers you the benefits of the Business Essentials plans for a 90-day period, for a once off upfront charge. This will give you eSLA support for the first 90

days post connection. Once the 90 days expire you may choose to connect another eSLA to continue enhanced support by contacting the service desk on 1300 000 477.

##### Minimum Term

There is no minimum term attached to any of the eSLAs.

##### Service disruptions Process

Should you experience any difficulty with your nbn connection you should:

1. Report the service issue by contacting Field Solutions Group on 1300 000 477 or [servicedesk@fieldsolutions-group.com](mailto:servicedesk@fieldsolutions-group.com)
2. The Field Solutions Group Service desk will attempt to diagnose the cause of the issue. This may involve you undertaking troubleshooting activities before a nbn fault can be logged.
3. If the Field Solutions Group Service Desk team determine that the cause of the issue may be a nbn fault, we will log the suspected fault with nbn co.
4. The fault rectification timeframe on your selected eSLA does not commence until the fault is logged with NBN co.

##### Updates

Field Solutions Group service desk will make reasonable efforts to keep you informed of the logged nbn fault until such time as the fault has been rectified.

#### INFORMATION ABOUT PRICING.

##### Monthly Plan Charges

eSLA	Operational period	Rectification time	Monthly Price
Standard	8am-5pm business days	5pm next business day	included
TC4, Enhanced Fault Rectification Service - Business Service Pro	24/7	4	\$59.95
TC4, Enhanced Fault Rectification Service - Business Service Essentials	24/7	12	\$38.50
TC4, Enhanced Fault Rectification Service - Business Service Starter - (90 Day) *	24/7	12	\$99 upfront once off
TC4, HFC Enhanced Fault Rectification Service - 12 hour	7am-9pm	12	\$27.95

##### Cancellation Fees

The Cancellation Fee is half the Monthly Plan Charge, Monthly Installation Charge (where applicable) multiplied by the remaining contracted months.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions service. Should those products have their own

contract, you will be liable for their associated break fees, if applicable.

##### GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

**Fair Use**

A Fair Use policy applies to these plans. Customers must not use the service in an unacceptable or fraudulent way that will result in excessive usage and network congestion. If a customer breaches the Field Solutions Group Fair Use policy, it may result in the suspension or cancellation of the service. If this occurs, the customer will be liable for any remaining usage and contract charges.

**Payment**

Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1% surcharge. AMEX payments attract a 3% surcharge from our e-payment provider.

**Other Fees and Charges**

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Declined Fee, Hardware Replacement Fee, or Sim Replacement Fee.

Refer to the Field Solutions Mobile Service Terms at: [fieldsolutions-group.com/mobile-service-terms](https://fieldsolutions-group.com/mobile-service-terms)

**OTHER INFORMATION**

Where you select an eSLA in your application and we agree to provide the enhanced service the eSLA will apply from when your services are activated.

If you apply for the eSLA after the commencement of your contract and you are eligible for the eSLA, we will use reasonable effort to activate the selected eSLA asap, however the eSLA will not be active until you receive confirmation from Field Solutions Group.

You may cancel your eSLA at any time by making the request in writing to the service desk at [servicedesk@fieldsolutions-group.com](mailto:servicedesk@fieldsolutions-group.com). The service will remain active until such time you receive confirmation of the cancellation in writing from the Field Solutions Group service desk.

**Contact Us**

You can contact Field Solutions customer service for Sales, Support & Billing assistance via

Phone: 1300 000 477  
Email: [info@fieldsolutions-group.com](mailto:info@fieldsolutions-group.com)  
Website: <https://fieldsolutions-group.com/>

**Telecommunications Industry Ombudsman (TIO)**

If you are not satisfied with the resolution of your complaint by Field Solutions Group, you may wish to contact the TIO, an independent dispute resolution body, via:

Phone: 1800 000 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007