

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

**nbn**<sup>TM</sup> Fibre is part of the National Broadband Network internet service which uses the nbn optical fibre access network to deliver internet connection to your premises using (FTTP (Fibre to the Premises), FTTB (Fibre to the Building), FTTN (Fibre to the Node), FTTC (Fibre to the Curb) or HFC (Hybrid Fibre Coaxial) technologies.

#### Minimum Term

Field Solutions Business nbn Broadband plans have no lock in contracts.

#### Mandatory Requirements and Availability

This service is available to all eligible customers in a NBN Fibre service area. This service is not dependent on any bundling of services. You can check availability on [nbn@rollout map](mailto:nbn@rolloutmap.com) | [nbn \(nbnco.com.au\)](http://nbn.nbnco.com.au)

If your premises are in a NBN Fibre service area but are not already connected to the NBN, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device). The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device (NTD), which looks like a broadband modem. There will also be a separate power supply box.

FTTP: The NTD provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises, you will require an NBN ready Wireless Router. FTTN requires a VDSL router with VLAN 100. HFC requires Ethernet Router with VLAN 100.

To gain the full benefit of the NBN Fibre speeds you should have an NBN ready router. FSG can supply you with an NBN ready router at an additional cost or you can provide your own NBN ready router. For more information, please contact your sales representative on 1300 000 477.

#### Important conditions

**nbn**<sup>TM</sup> supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port. Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

### INFORMATION ABOUT PRICING

All usage is subject to the Fair Use policy. All dollar values include GST unless otherwise stated. Typical business hour speeds are based on the download and upload speed test results of existing customers between 9am and 5pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

\*All plans include a single Static IP address at no extra charge. Static IP addresses are available on request and are subject to availability. Selected plans include nbn enhanced SLA – Business Service Pro. For more information on this inclusion and its terms, please visit our website or speak to our sales team on 1300 792 711 *BUSINESS NBN™ SERVICE – ENHANCED SERVICE LEVELS | Field Solutions Group (fieldsolutions-group.com)*.

#### Monthly Plan Charges

Business Plan	Typical Business Speeds	Included*	Data Allowance <sup>#</sup>	Monthly Plan Charge	Total Minimum Charge <sup>^</sup>
<b>Business Standard 50/20</b>	48/16 Mbps	Static IP	Unlimited	\$89.95/month	\$89.95
<b>Business Fast 100/20</b>	95/17 Mbps	Static IP	Unlimited	\$99.95/month	\$99.95
<b>Business Fast Plus 100/40</b>	96/33 Mbps	Static IP	Unlimited	\$104.95/month	\$104.95
<b>Business Super-Fast 250/25</b>	240/21 Mbps	Static IP	Unlimited	\$115.50/month	\$115.50
<b>Business Ultra-Fast 1000/50</b>	600/42.5 Mbps	Static IP	Unlimited	\$124.95/month	\$124.95
<b>Business Super-Fast Plus 250/100</b>	243/85 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$139.95/month	\$139.95
<b>Business Premium 500/200</b>	487/168 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$189.95/month	\$189.95
<b>Business Platinum 1000/400</b>	600/335 Mbps	Static IP & nbn eSLA Business Service Pro	Unlimited	\$299.95/month	\$299.95

#### Cancellation Fees

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

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.

#### **Payment**

Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% 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 Decline Fee, Sim Card Replacement fee, Hardware Replacement Fee. Refer to the Field Solutions Service Terms at: <https://fieldsolutions-group.com/wp-content/uploads/2021/09/Field-Solutions-Terms-v1.9.pdf>

The Field Solutions Group Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The FSG Acceptable Use Policy is available to our website <https://fieldsolutions-group.com/terms-of-use/> Please notes that your service may be restricted if you fail to pay your invoice and or breach out terms and conditions or fair use policies.

#### **New Development Fee**

nbn™ may charge a \$300 “new development fee” for the cost of delivering a connection/s to a new premises/development or dwelling.

#### **Bundle Options**

Business customers can bundle a nbn™ enhanced fault rectification plan with selected eligible speed tiers to give them piece of mind if a fault does arise. For more information on Business Service Pro, Business Service Essentials and Service Starter, please visit our website and critical information summary page on <https://fieldsolutions-group.com/wp-content/uploads/2023/09/nbn-Support-CIS.pdf><https://fieldsolutions-group.com/enterprise/business-nbn-service-enhanced-service-levels/>.

#### **Set-up Fee**

There is no set up fee for service.

#### **Excess Usage**

No excess usage charges apply to these plans.

## **OTHER INFORMATION**

#### **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: [www.fieldsolutions-group.com](http://www.fieldsolutions-group.com)

#### **Dispute Resolution Process**

If you are dissatisfied with your service, you can contact us on [servicedesk@fieldsolutions-group.com.au](mailto:servicedesk@fieldsolutions-group.com.au) or follow the dispute resolution process outlined here: [Our Complaints Process](#)

#### **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