

Information About the Service

Managed Networks' nbn® business services provide internet access to your business premises wherever the nbn® network is available, using FTTP, FTTN, FTTB, FTTC and HFC technologies. Every plan includes a static IP address and business support from our Australian team.

The minimum contract term is one month, with no lock-in contract. Monthly plan fees provide internet access to your premises via the nbn® network, for use within Australia inside the nbn® fixed line footprint.

Is the offer part of a bundle? No. **Is any purchase required?** Optional NBN-compatible hardware (see "What Is Not Included").

Information About Pricing

This summary reflects base plan pricing and does not include discounts or promotions that may apply. Prices are subject to change. All prices include GST.

Plan	Speed Tier	Typical Evening Speed	Data	Available On	Service Level	Monthly Charge
NBN 25/10	25/10 Mbps	24/9 Mbps	Unlimited	All fixed-line technologies	Standard	\$83.00
NBN 50/20	50/20 Mbps	48/17 Mbps	Unlimited	All fixed-line technologies	Standard	\$95.00
Fast 500/50	500/50 Mbps	500/43 Mbps	Unlimited	FTTP and HFC	Standard	\$99.00
NBN 250/100	250/100 Mbps	250/87 Mbps	Unlimited	FTTP and HFC	Enhanced-12 eSLA included	\$114.00
Fast* 500/200	500/200 Mbps	500/174 Mbps	Unlimited	FTTP	Enhanced-4 (24/7) eSLA included	\$136.00
Ultrafast* 1000/400	1000/400 Mbps	878/338 Mbps	Unlimited	FTTP	Enhanced-4 (24/7) eSLA included	\$160.00
Hyperfast* 2000/500	2000/500 Mbps	1720/448 Mbps	Unlimited	FTTP	Enhanced-4 (24/7) eSLA included	\$220.00

* The speed tier is the maximum possible download/upload speed (Mbps) during off-peak periods. Typical evening speeds are measured between 7pm and 11pm. Actual speeds may be lower due to congestion, location, in-premises wiring and Wi-Fi, hardware and software, concurrent users and third-party infrastructure not maintained by Managed Networks. FTTN, FTTB and FTTC customers can check attainable line speed once connected and may downgrade to a lower tier without penalty. Not all speed tiers are available at all locations; a service qualification on your address confirms what can be delivered.

Service Levels

Every business plan includes a free static IP address. Standard service level: faults raised 8am to 5pm on business days, rectified by 5pm the next business day. Included eSLAs are backed by nbn®: Enhanced-12 targets 12 hour rectification (faults raised 7am to 9pm); Enhanced-4 (24/7) targets 4 hour rectification around the clock, the highest level nbn® offers. The full eSLA range is available on any plan, subject to a site qualification check.

What Is Not Included

The plan does not include an NBN-compatible modem/router. You can purchase pre-configured hardware from our online shop or bring your own PPPoE or IPoE compatible device.

Mandatory Components and Conditions

An nbn® compatible modem/router is required. The hardware required depends on the nbn® technology at your location, and you must ensure it is appropriate for the intended purpose. In FTTC, FTTP and HFC areas, nbn® owned equipment will be installed at your premises if not already present and requires 240V power. Internal cabling is your responsibility and cost; provisioning may be delayed if internal cabling is insufficient. Services will not function during a power failure unless all associated equipment is on uninterruptible power.

Early Termination Charges

There are no early termination charges after the first month, except where you have taken an nbn® Fibre Connect upgrade: if you downgrade or cancel within 12 months of the fibre upgrade completing, a \$220.00 charge applies.

Additional Charges

- Optional static IP bolt-on available via the Managed Networks Portal (where not included in your plan).
- Non-standard installations: costs as quoted by nbn co.
- New or inactive copper pair activation: up to \$299.00.
- Additional nbn® connection box (subsequent installation): \$270.00.
- First connection at a new development site: \$300.00 (nbn® mandated, passed on at cost).

Fibre Connect Program

Eligible locations are determined by nbn®. Managed Networks does not guarantee a Fibre Connect order will succeed. A minimum plan of Fast 500/50 must be selected when ordering Fibre Connect.

Fair Use

Services are subject to our Fair Use Policy. You must not use the service in an unreasonable or fraudulent manner or in a way that detrimentally interferes with our network or any associated carrier network. We may suspend or cancel the service for breaches. The full policy is at managednetworks.com.au/legal/fair-use-policy.

Billing, Usage and Payments

Up-to-date usage and billing information is available in the Managed Networks Portal at any time: portal.managednetworks.com.au. All prices include GST. A 1% surcharge applies to credit card payments. Automatic payment schedules may vary with your account's billing type.

Customer Service

Email: info@managednetworks.com.au
Phone: 1300 626 638 (Mon to Fri, 9am to 5pm)
24/7 support: 1800 477 662

Dispute Resolution

If you are dissatisfied with the outcome of a customer service request and wish to take the matter further, make a complaint in writing to info@managednetworks.com.au. We will acknowledge and work to resolve it under our complaints handling process.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint, you may contact the TIO for independent mediation at tio.com.au/making-a-complaint or on 1800 062 058.