

# IP Line Business Broadband



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **IP Line Business Broadband Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for post-paid symmetrical access to the Internet via an Ethernet broadband service where available. It gives you access to our network and allows you to download and upload data.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

Your IP Line service includes:

- **Static IP Address**

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restrictions on your use and no excess usage charges.

### Information about pricing.

The **monthly charge** depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1 & 2
2Mbps	\$459
4Mbps	\$479
10Mbps	\$599
20Mbps	\$869
50Mbps	\$1,799
70Mbps	\$2,299
100Mbps	\$2,599

The total minimum amount that you will pay for the length of your 24 month contract depends on the plan that you choose:

Access Speed	Zone 1 & 2
2Mbps	\$11,016
4Mbps	\$11,496
10Mbps	\$14,376
20Mbps	\$20,856
50Mbps	\$43,176
70Mbps	\$55,176
100Mbps	\$62,376

All prices Inc GST

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps) however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **\$357.50**.

### CONNECTION CHARGE

There is no connection fee for this service. This is for connections scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

### Other Information

### AVAILABILITY

IP Line is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get IP Line, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work

### ETHERNET SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

### EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf.

☎ **1300 006 416**

✉ **connected@nobleheart.com.au**

💻 **www.nobleheart.com.au**



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### Other Information

#### BILLING

We will bill you in advance for the minimum monthly charge and features. 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.

#### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 006 416** so we can serve you better. Or you can visit us at [www.nobleheart.com.au](http://www.nobleheart.com.au) for additional information, including to access information about your usage of the service.

#### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.nobleheart.com.au](http://www.nobleheart.com.au)

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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