



34 Kensington Road, Rose Park SA 5067

Our Address



sales@telelinkbiz.com.au

Our Mailbox



08 8139 0900, 08 8139 0999 (F)

Our Phone

# Business NBN + 4G Backup Option

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Telelink NBN provides your business with an internet connection, delivered over NBN Co's network. Our 4G Backup option provides a level of redundancy and peace of mind.

### MINIMUM TERM

Telelink NBN plans have a minimum contract term of 24 months.

### DATA USAGE

Your Telelink NBN plan includes Unlimited data. This means you will never incur additional usage fees, and your service will not be subject to network shaping. You will enjoy the full speed your plan includes, subject to NBN Co's network.

### HARDWARE

To access a Telelink Business NBN connection, you need a compatible modem. You may be able to re-use your existing device, or you may need to purchase a new device. If you are unsure of the compatibility of your existing device, please speak our IT team directly.

### 4G BACKUP OPTION

If you choose to take up the 4G Backup Option, this will only work in areas with sufficient 3G or 4G coverage. 4G Backup is only available to customers choosing to purchase a compatible modem from Telelink. Backup speeds are permanently shaped at 10/2 – as such, this will only provide a limited backup option, and may not be suitable to run your entire business. *Speak with your Business Solutions Specialist about our 4G Failover Solution which may be more suitable.*

This service is also unlimited. It is, however, restricted for use as a backup option only in times of NBN Failure. It will be closely monitored for any usage outside of this scenario. Should the service be seen to be used externally, or when NBN is still in operation, Telelink reserves the right to apply reasonable additional charges.

### AVAILABILITY

Telelink Business NBN is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. The site address for connection must have availability to connect to the NBN Co's network utilising fixed or wireless connection types (FTTN, FTTC, FTTP, FTTB, HFC & FW). It is not available to site addresses serviceable by Sky Muster Satellite.



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## NBN CONNECTION PROCESS

Each Telelink NBN connection requires work to be completed by either NBN Co directly, or one of their registered partners. Additional cabling work may be required to finalise the termination of the NBN Network at your premise. These requirements will only be known after an NBN Technician has attended the site. Additional work may be required at your premises to allow this connection to be finalised. Any additional work required is at your expense. In the event additional work is required, you can engage any service agent of your choosing. If you would like us to recommend an agent to you, please let us know, and we will refer to you to one of our preferred partners.

## INFORMATION ABOUT PRICING

Telelink NBN plans have three different speed tiers available. The speeds indicated in the table below are the maximum speeds that can be achieved on the given plans. The actual speed you experience is subject to several factors. Please refer to the section under Service Speeds for further information.

NBN Tier	Telelink NBN Plans		
	NBN12 Basic	NBN50 Standard	NBN100 Fast
Download Speed	12	50	100
Upload Speed	1	20	40
Monthly Cost	\$70.00	\$90	\$110
Data Allowance	Unlimited		
Activation Fee	\$0		
Minimum Cost	\$1,680	\$2,160	\$2,640

## AD-ON OPTIONS

Telelink Business NBN plans have additional products & services available in addition to the basic access plans listed above. Your Business Solutions Specialist will work with you to ascertain what may be of benefit to your business.

Additional ad-on options include, but are not limited to:

Ad-On Option	Monthly Cost
4G Backup	\$10.00
Modem & Setup	From \$12*

\* \$12 / mth for 24 months includes your new modem, 4G Backup Option configuration, and basic installation at your site. Additional fees may be applicable, depending on the complexity of your site requirements.



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## PRICING

All pricing in this document includes GST. Minimum cost includes any monthly access fees for the minimum term.

## EARLY TERMINATION FEES

If you cancel your Business NBN service, or it is disconnected, Early Termination Fees (ETF) are applicable. This fee is calculated as your monthly access fee, combined with any add-on features, multiplied by the months remaining in your termed contract.

## RELOCATION FEES

If you relocate your service whilst under contract, you will be charged a once-off relocation fee of \$150. Your service contract will renew at the new premise for a further 24 months. You will not be charged an Early Termination Fee under this circumstance. In the event NBN is not available at your new premise, you will be charged the full Early Termination Fee.

## SERVICE AND PLAN CHANGES

If you are migrating an existing ADSL Connection to a Telelink NBN plan, it is important to note that you will not be able to move back to your previous copper network, in any circumstance. During your minimum term, you are able to move to a higher speed tier, however, you will be unable to move to a lower speed tier than that which you connect to initially. All plan changes incur a once-off \$49 administration charge. You must provide 30 days written notice to us to disconnect a service.

## SUBSEQUENT INSTALLATION FEE

If your site already has an active NBN connection with any provider, and this service is an additional connection, then a subsequent installation fee of \$299 may be charged by NBN Co, at their discretion. This is likely if sufficient infrastructure is not available for the service being delivered alongside an existing active NBN connection at the same location. This cost is charged directly to Telelink and is passed onto you at cost. This cost is not included in any minimum costs included in the pricing table above and cannot be waived.

## NEW DEVELOPMENT SURCHARGE

In April 2016, the Federal Government announce a New Development Surcharge of \$300. This fee applies to the first NBN connection at certain premises. This surcharge is charged directly to Telelink and is passed onto you at cost. This cost is not included in any minimum costs included in the pricing table above and cannot be waived.

## SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your NBN™ speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the NBN™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

Your speed will be particularly affected even further during peak usage times (10am to 3pm). Refer to the Key Facts Sheet: NBN Broadband document for more information relating to speeds on the NBN™ network.



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## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Typical NBN connections take between 1 day and 4 weeks to complete. Timeframes are largely dependent on existing NBN infrastructure to your premise, and if an NBN Technician visit is required. Different technology types will also vary your connection timeframe.

### BILLING

We will bill you in advance for the minimum monthly charge and ad-on features (where applicable). 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, simply call us on 08 8139 0900, 08 8139 0999 (F). Alternatively, you can visit our website at [www.telelinkbiz.com.au](http://www.telelinkbiz.com.au) .