

# BUSINESS NBN™ ULTRA PLUS

## SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a Byteway Business NBN™ Service.

## INFORMATION ABOUT PRICING

| Minimum Fixed Term<br>(Months) | ULTRA PLUS  |
|--------------------------------|---|
|                                | Month to month  |
| Standard Inclusions*           | <ul style="list-style-type: none"> <li>Unlimited Download</li> <li>Unlimited Upload</li> <li>Compatible Modem</li> <li>Static IP Address</li> </ul> |

## AVAILABILITY

You can choose Byteway Business NBN™ Service if your business is serviceable with NBN Service, and you are operating a business with a valid ABN or ACN.

## TECHNOLOGY TYPES

This service is supplied using the National Broadband Network (NBN).

We Provide NBN using the following technologies.

For example:

- Fibre to the Node (FTTN)
- Fibre to the Curb (FTTC)
- Fibre to the Building (FTTB)
- Fibre to Premise (FTTP)
- Hybrid Fibre Coaxial Network (HFC)
- NBN Fixed Wireless

NBN is available in selected coverage areas and is subject to infrastructure availability as and when updated by NBNco. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper-based service. Additional Information available

[www.Byteway.com.au](http://www.Byteway.com.au)

## BUNDLING ARRANGEMENT

If you offer to contract with Byteway this summary applies for the service type as a standalone and specifics are listed in any offer or agreement signed. If you contract multiple services, you may be eligible for a discount.

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly standalone.

*This summary does not reflect any discounts or promotions which may apply from time to time.*

charge per service if you cancel, modify, or transfer away your bundled service.

## ADDITIONAL FEES & CHARGES\*

The following are some examples of connection charges that may apply to connect your Service:

|   |       |
|---|-------|
| Standard Activation<br>(Remote activation or Churn) | \$40  |
| New Line Activation<br>(With Technician visit)      | \$300 |
| Once off configuration<br>(Modem & Setup)           | \$100 |
| Hourly Labour Onsite Fee                            | \$165 |
| New Number Charge                                   | \$300 |
| Porting Fee(s)                                      | \$100 |
| Hardware Postage and<br>Handling Fee(s)             | \$25  |

Separate charges apply for each additional connection point at the same property and for more complex connections. You may be charged a deposit if multiple additional charges are incurred prior to the Technician's attendance. All charges are excluding GST and payable by the Due Date as specified on your invoice.

## CHARGE CHANGES

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will make every attempt to notify you about this change. You agree we reserve the right to charge you any reasonable increase with-out notice, payable under the existing agreement.

## MINIMUM EARLY TERMINATION FEE (ETF)

Any discount(s) will be rescinded upon cancellation and the minimum monthly fee for each Business NBN Service multiplied by the number of remaining months will be the Early Termination Fee that applies if you cancel, modify, or transfer away one or multiple services.

|                                       |  |                    |
|---------------------------------------|--|--------------------|
| Minimum Monthly Fee                   |  | Connection Charges |
| x                                     |  | (if Applicable) *  |
| The Remaining Months                  |  |                    |
| *Refer to Additional Fees and Charges |  |                    |

## FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

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## OTHER INFORMATION

### BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 298 392 for further information.

### BILLING OPTIONS

Byteway's standard method of bill delivery is email. Paper billing is available as an option for a monthly fee of \$5.95.

You have automatically opted into standardised billing, to opt out or customise billing preference in accordance refer to the Terms of your Agreement.

### CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your Business NBN Service on the earliest and best available date, however, this is not always possible. For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen outside of the agreed time frame as per your written agreement.

If there has been a previous working Business NBN Service with Byteway at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of 15 working days.

Non-exhaustive factors to account for;

- a) Distance and Location
- b) Appointment Availability
- c) Order Type

### GETTING READY FOR THE NBN™ NETWORK

If the NBN network is soon to be available at your premises and you wish to prepare for the transfer to the NBN network with Byteway, we'll set you up with NBN ready services, manage your transfer and attempt to make the transfer as smooth as possible. To do this, we'll need your agreement, assistance, and confirmation to access your premises. Where essential and we'll contact you about any requirements or changes, regard-less NBN Ready Services or Ready for Service.

Refer to the appropriate CIS provided to you in order to access the summary of your services. Additional Terms and Conditions for your Transfer will be provided at the time of the agreement.

If you have set up an NBN Ready agreement and don't want to transfer to the NBN network with ByteWay, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN network.

At this time, we will cancel your services and the Minimum Termination Fee of \$100 per service will apply. There may be additional charges which apply refer to Early Termination Fee(s). We'll let you know the details should you wish to change your agreement.

### PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

### WE'RE HERE TO HELP

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. [Complaints or Disputes](#)

Contact us at  
[admin@byteway.com.au](mailto:admin@byteway.com.au)

### FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058

### FULL TERMS

This is a summary only full terms are available for all products and services.

### ADDITIONAL INFORMATION

Click the following Links for additional information about the NBN or contact [admin@Byteway.com.au](mailto:admin@Byteway.com.au)

*All information is correct as of 01/01/22*