

## BUSINESS NBN™ FW PREMIUM

### 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

| FW PREMIUM                  |                                                                                                                           |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Minimum Fixed Term (Months) | 12 months                                                                                                                 |
| Standard Inclusions*        | <ul style="list-style-type: none"> <li>Unlimited Download</li> <li>Unlimited Upload</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 only in selected areas and depends on infrastructure updates by NBNCo. During a power outage, services will not function unless a backup battery is installed. Once you switch to NBN, returning to a copper-based service is not possible. For more details, visit [www.Byteway.com.au](http://www.Byteway.com.au)

### BUNDLING ARRANGEMENT

This summary applies to standalone services; full details are in your signed agreement. Discounts may apply if you contract multiple services.

Any monthly discounts will be rescinded, and your minimum monthly access fee will revert to the monthly standalone.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 (Remote activation or Churn)            | \$40                 |
| New Line Activation (NBN Technician visit)                  | \$300                |
| Once off configuration (Modem & Setup)                      | \$150                |
| Hourly Labour Onsite Fee (First hour including callout fee) | \$275                |
| Additional hours (Onsite)                                   | \$150                |
| Remote Support (Hourly)                                     | \$120                |
| Hardware Postage and Handling Fee(s)                        | \$25                 |
| Compatible Modem (Basic)                                    | \$85                 |
| Internal Cabling*                                           | Cost is job-specific |

Additional charges apply for each extra connection point at the same property and for complex installations. If multiple charges are expected before the technician's visit, a deposit may be required. All fees exclude GST and must be paid by the due date listed on your invoice.

### CHARGE CHANGES

If a supplier increases their prices, your service cost may also rise. We'll make every effort to notify you, but you agree that we may apply any reasonable increase without prior notice, as permitted under your existing agreement.

### MINIMUM EARLY TERMINATION FEE (ETF)

If you cancel, modify, or transfer any Business NBN service, discounts will be withdrawn and an Early Termination Fee will apply—calculated as the monthly fee per service multiplied by the remaining months.

Minimum Monthly Fee x Remaining contract term  
(if Applicable) \*

\*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.

**BUSINESS NBN™ BASIC**

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

**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 delivers bills via email by default. Paper billing is available for \$5.95/month. You're automatically enrolled in standard billing; to opt out or customize preferences, refer to your Agreement Terms.

**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@bytheway.com.au](mailto:admin@bytheway.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@Bytheway.com.au](mailto:admin@Bytheway.com.au)

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