

CRITICAL INFORMATION SUMMARY

Business NBN Plans



PRICING INFORMATION (GST inc)

Plan	Standard	Advanced	Premium
Minimum monthly cost	\$90	\$110	\$130
Data Allowance	Unlimited	Unlimited	Unlimited
Minimum total cost	\$2,209	\$2,689	\$3,169
Maximum Connection Speeds*	25/5 Mbps	50/20 Mbps	100/40 Mbps
Once off costs	Setup Fee - \$49		
Static IP	A Static IP address is included with all plans. Additional Static IP addresses can be purchased for \$5 per address per month		
Change of Plan fee	if you are changing up to a faster speed - Standard change of plan fee \$30. changing down speeds will result if ETF.		
Relocation Fee	Fees based on scope of work and availability of the service and will be provided upon request.		

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

NewVo Business NBN plans provide you access to an internet service via the NBN network.

MINIMUM CONTRACT TERM

24 Months

AVAILABILITY

NewVo Business NBN is available to business customers with an active ABN. The business premises are required to have been activated on the NBN network.

EQUIPMENT REQUIRED

To use our Business NBN product you will require an NBN compatible modem. An option for the purchase of a compatible modem can be provided to you by Newvo.

NBN SPEEDS

*Speeds listed above are the maximum potential speeds provided by NBNco. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by NewVo. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTN & FTTB Customers, we will inform you of your maximum line sync once available. if you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

IMPORTANT INFORMATION

NewVo Business NBN Service will not work in the event of a power outage. NewVo provides no guarantees that the NBN product will work 24/7, But we will endeavour to provide the best support we can to resolve the issue. Newvo Business NBN is subject to NewVo's Fair use policy. You can view our fair use policy here www.newvo.com.au/customer-terms.

BILLING

On the same day each month, we'll bill you in advance the minimum monthly charge via email. you can request a paper bill (at a cost of \$2.95 per month) and see bill payment options on our website.

EARLY TERMINATION FEE

If you choose to cancel this service and early termination charge will apply. This is calculated at 50% of your minimum monthly cost multiplied by the number of months remaining in the contract. We require 30 days' notice of intention to cancel in writing, you can send this to Support@newvo.com.au

NEED HELP?

If you have any questions regarding your plan or service, please contact us via email at Support@newvo.com.au or call 1300 993 214 during business hours.

COMPLAINTS

On our website, www.newvo.com.au you'll find details about who to contact if you have a complaint. If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.

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