



MBIT Internet Solutions

Critical Information Summary

Information about the Service:

The Service:

MBIT Internet Solution plans consist of a variety of network based services to provide Internet to your premises.

MBIT utilize upstream nbn™ partner links to deliver Internet services via NBNCo infrastructure.

Alternate infrastructure (e.g. Copper, and Fibre) to provide Internet can be arranged by MBIT.

All connections and orders are based on an initial qualification of your service address.

The service can include an optional 4G Failover connection, requiring a compatible router.

Minimum Term & Invoicing:

All *MBIT Internet Solutions* have a minimum term of 12 months, per contract.

The service is paid in advance, billed monthly. Should the service be cancelled prior to end of agreed term, an exit fee will apply.

The service fee is included on your account's monthly invoice. Invoices are emailed on the 1st of each month in PDF format, to the contact provided on sign up and can be paid via Credit Card or Bank Deposit.

Inclusions:

- Unlimited data
- Static IP Address
- MBIT Level 1 support/fault investigation, and escalation to appropriate 3rd parties
- Monitoring services should faults arise
- 99.9% SLA up time

Exclusions

These services do not include:

- Bundled network equipment
- Non-MBIT provided router/modem setup, or complimentary support

Conditions

- 4G Failover is only used in case of primary connection fault
- MBIT reserve right to cancel 4G Failover should excess use of data occur
- Service speed is dictated by upstream carrier restrictions, and may fluctuate based on your delivery type, and upstream/3rd party networks
- A pro-rata fee applies for the initial part-month of the service (e.g. service active from 20th of month)



Information about Pricing:

All Pricing herein includes GST

Minimum monthly charges:

NBN Plans (download/upload speed)

25/5	\$88.00
50/20	\$99.00
100/40	\$110.00
250/100	\$220.00
500/200	\$275.00
1000/400	\$352.00

Fibre & Copper Based Services

Fibre plans (non NBN) prices vary per address. The monthly charge is inclusive of Fibre build costs. Internal cabling can be organized through MBIT, however additional fees may apply.

4G Failover

4G Failover adds minimum \$22.00 per month to a plan and requires compatible router

Equipment

Your service does not require network equipment purchased through MBIT, however we can provide a router/modem pre-configured for your MBIT provided service.

There is a single charge for the hardware, plus postage.

Configuration of the MBIT provided router/modem is complimentary.

New Development

There may be a fee for first connections in new development area, or if an expansion of NBNC's network is required in an established area. This fee is controlled by nbn™.

Other Information

Enquires, feedback and complaints:

Please call us on 1300 241 899 during business hours, or send an email to support@mbit.com.au

Telecommunications Industry Ombudsman:

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

More information

This is a summary only –The full features and terms for this service is available at:

<https://mbit.com.au/hpbx/features-and-terms/>