

Critical Information Summary nbn™ broadband

(Business plans)



Service to be provided: Uses NBNS infrastructure to deliver broadband to your premises.

Anything IP NBN	AIP 25	AIP 50	AIP 100	AIP 250
Data Included	25 Mb / 10 Mb	50 Mb / 20 Mb	100 Mb / 40 Mb	250 Mb / 100 Mb
Cost per month	\$ 69.00	\$ 79.00	\$ 109.00	\$ 209.00
Pricing correct as of 1 June 2023				
Typical Business download	25 Mb	50 Mb	100 Mb	250 Mb
Speeds (9am - 5pm)				
Typical Business Upload	8 Mb	16 Mb	33 Mb	88 Mb
Speeds (9am - 5pm)				
NBN FTTP/FTTN	YES	YES	YES	YES
NBN HFC	YES	YES	YES	NO

Information about the service

What is the service?

Anything IP's nbn™ broadband service uses NBNS infrastructure (e.g., Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere where nbn has been rolled out - for more details please contact us .

What do I need to access the service?

- Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/router (see "equipment fees" on next page)
- FTTC customers only will also need an NBN network connection device & HFC customers will need an NBN Network Termination Device provided free of charge by NBNS

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.

- You may find that all the phone sockets within your premises are disabled
- If you have more than one phone line into your property, you can opt for nbn™ on one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that this second line will be shut down in 18 months from the time nbn™ went live in your area.

What is included?

Features of this service include:

- Static IP address
- Five email addresses
- Email spam protection
- Priority ticket handling from our support team

Minimum term of the service

This service is month-to-month with no fixed term.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1–7am), download-only metering or a static IP.

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Qualifications

Please note that this service may be restricted and or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at anythingip.com.au – [fair use policy link](#)

Information about pricing

Excess usage

There are no excess usage charges. For all plans that aren't unlimited, our plans are shaped and your speed will be slowed to 1/1Mbps when you use your full allocation of data.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from **Anything IP**, but we can provide one if you prefer: modem/router cost is \$179 plus postage, router mesh options from \$249 to \$499 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post if you have also ordered a router mesh option.

New development fee

The NBNCo may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn™ connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.

If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor or hire us to perform the work.

Exit fee

There are no exit fees for this service.

Other information

Usage information

You can check your usage sending us a request and we will generate the information for emailing back to your registered email address.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on (03) 9115 7575. Our support hours are 8:30 am to 5:00 pm Mon to Fri – excludes public holidays.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details on how to contact us, see <https://anythingip.com.au>

Ombudsman

Contact the TIO (Ombudsman) if you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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