

Critical Information Summary – nbn® broadband

GTE Internet Business Plans

Data Included (Prices shown include gst)	Business Essentials 50/20 Basic	Business Performance 100/40 Bronze	Business Fibre Pro 250/100 Bronze	Business Fibre Pro 500/200 Gold	Business Fibre Gigabit 1000/400 Gold
Unlimited Minimum / Maximum Monthly Charge	\$100	\$115	\$125	\$135	\$160
Typical Business Download Speeds (9am – 5pm)	47Mbps	94Mbps	250Mbps	500Mbps	875Mbps
Typical Business Upload Speeds (9am – 5pm)	18Mbps	36Mbps	89Mbps	178Mbps	339Mbps
Early Termination Charge	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1
	FTTN/FTTP/HFC	FTTN/FTTP/HFC	FTTP/HFC ONLY	FTTP ONLY	FTTP ONLY

Information about the service

What is the service?

GTE's nbn® broadband service is supplied using Aussie Broadband's wholesale network and nbn® infrastructure. Depending on availability, it may be delivered over FTTP, HFC, FTTC, FTTN, Fixed Wireless or another nbn® access technology.

Typical business download and upload speeds are shown in the plan table. Actual speeds may vary due to the access technology, network conditions, equipment, cabling and Wi-Fi performance.

Where is it available?

The service is available at eligible premises, subject to address qualification and plan availability. Some higher-speed plans may only be available over FTTP or HFC.

Check your address at:

nbnco.com.au/connect-home-or-business/check-your-address

What do I need?

You will need:

- a compatible nbn®-ready modem or router;
- suitable power, cabling and network equipment; and
- any nbn® equipment required for your access technology.

nbn® may need to install equipment at the premises, and a person aged 18 years or older may need to attend. Additional charges may apply for non-standard installation, cabling or equipment.

What is included?

Depending on the plan and service-priority option selected, the service may include:

- Gold: four-hour target restoration time;
- Bronze: 12-hour target restoration time;
- Basic: best-efforts restoration with no specified target;
- one static public IP address; and
- priority handling by GTE's support team.

Restoration times are targets only and are not guaranteed. They may not apply where access, appointments, replacement infrastructure or faults outside the applicable nbn® network are involved.

Bundling

You do not need to purchase another GTE service. Optional voice services, additional static IP addresses, managed networking and equipment may be purchased separately.

Minimum term

The service is supplied month-to-month with no fixed minimum term or early termination fee.

You remain responsible for charges incurred before cancellation, including equipment, installation and non-cancellable third-party charges.

Suspension or cancellation

GTE may restrict, suspend or cancel the service in accordance with its terms if you:

- fail to pay charges when due;
- breach GTE's terms or policies;
- use the service unlawfully or in a way that adversely affects the network; or
- behave abusively or threateningly towards GTE personnel.

The service may also be cancelled if GTE or its upstream supplier can no longer provide it. Notice will be given where reasonably practicable and legally required.

Information about pricing

Excess usage

The service includes unlimited data with no excess usage charges, subject to GTE's acceptable use and fair use policies.

Set-up fee

There is no standard set-up fee. Charges may apply for equipment, cabling, installation work, new connections or other non-standard requirements. GTE will advise you of known charges before proceeding.

Equipment fees

You may use your own compatible modem or router or purchase suitable equipment from GTE. Equipment, delivery and configuration prices will be included in your quote or order. Higher-speed plans may require multi-gigabit networking equipment and compatible cabling and devices.

New development charge

nbn® may apply a one-time New Developments Charge of up to \$300 including GST for the first connection at eligible new or redeveloped premises. Where this charge is passed to GTE or its wholesale supplier, GTE may pass it on to you.

Other possible charges

Additional charges may apply for:

- optional services, equipment and additional static IP addresses;
- non-standard installations and internal cabling;
- nbn® equipment or connection upgrades;
- temporary or secondary services;
- delivery and configuration;
- missed appointments or incorrect call-outs; and
- other charges disclosed in your quote, order or GTE's terms.

GTE will advise you of known additional charges before proceeding where reasonably practicable.

Changing your plan

You may request a change to another available plan. Upgrades may be charged on a pro-rata basis from the date they take effect. Downgrades will generally take effect from the next billing period, with no pro-rata refund unless required by law or agreed by GTE. Plan changes are subject to availability, address qualification and equipment compatibility.

Changes to pricing or terms

GTE may change the pricing, inclusions or terms of the service. Where a change is materially detrimental, GTE will provide at least 30 days' written notice, explain when the change takes effect and advise you of any applicable cancellation rights.

Suspension or cancellation

GTE may restrict, suspend or cancel the service in accordance with its terms if you:

- fail to pay an amount when due;
- breach GTE's terms or policies;
- use the service unlawfully, fraudulently or in a way that adversely affects the network or other users;
- interfere with or damage network equipment; or
- behave abusively or threateningly towards GTE personnel.

The service may also be cancelled if GTE, Aussie Broadband, nbn® or another upstream supplier can no longer provide it. GTE will provide notice where reasonably practicable and legally required.

GTE's terms and policies are available at:

gte.com.au/policies-and-legal

Other information

Customer service and technical support

For technical support, account enquiries or sales assistance, contact GTE using the details below.

Support is available during GTE's published support hours. Fault resolution may require assistance from nbn®, Aussie Broadband or another upstream supplier.

Complaints

You may lodge a complaint with GTE if you are dissatisfied with the service or how an enquiry has been handled.

GTE's complaints handling process is available at:

gte.com.au/complaints

If you are an eligible residential or small-business customer and remain dissatisfied after contacting GTE, you may contact the Telecommunications Industry Ombudsman for free and independent assistance.

Telephone: 1800 062 058

Website: tio.com.au



Postal address: P.O. Box 2548

Telephone: 08 87242222

Email: internet@gte.com.au

Website: gte.com.au

ABN: 43008187497