

Critical Information Summary – nbn broadband

Business Fixed Wireless

Plan (Prices shown including gst)	Business Wireless Essential	Business Wireless Performance	Business Wireless Performance Plus
Unlimited Minimum / Maximum Monthly Charge	\$95	\$100	\$119
Speed plan	100/20Mbps	250/20Mbps	400/40Mbps
Typical Business Download Speeds (9am – 5pm)	94Mbps	160Mbps	210Mbps
Typical Business Upload Speeds (9am – 5pm)	10Mbps	10Mbps	12Mbps
Early Termination Charge	\$0	\$0	\$0
Minimum Term (Months)	1	1	1

Information about the service

What is the service?

GTE's nbn® broadband service uses Aussie Broadband's wholesale network and nbn® fixed wireless infrastructure to deliver broadband to your premises.

The plan can perform up to the maximum download and upload speeds shown above. Actual speeds can be affected by line of sight to the tower, signal conditions, weather, nbn® cell and backhaul congestion, network maintenance, your router, internal cabling, Wi-Fi and the number of connected devices. Where our wholesale supplier or nbn® provides information about known cell congestion or a forecast remediation date, GTE will make that information available to you.

Where is it available?

Connect is available at eligible premises within the nbn® fixed wireless footprint. Fast is available to approximately 90% of the fixed wireless footprint and Superfast to approximately 80% under nbn's Fixed Wireless Upgrade Program. Every order is subject to an address service-qualification check and nbn® confirming the available speed tier.

What do I need?

nbn® may need to install or upgrade an outdoor antenna, internal cabling or the network termination equipment. A person aged 18 or older may need to be present for the appointment.

You need a compatible nbn-ready router. Fast and Superfast require equipment capable of supporting the higher speeds. The nbn® equipment and your router require mains power. The service will not ordinarily operate during a power outage unless you provide suitable backup power.

What is included?

Unlimited data with no excess data usage charges.

Australian-based customer and technical support from GTE during our published support hours.

One nbn® fixed wireless broadband service at the service address.

Minimum term

The service is supplied month-to-month with no fixed minimum term. You remain responsible for charges incurred up to cancellation and for any non-refundable equipment, installation or third-party costs already committed on your behalf.

Bundling

You are not required to purchase another GTE service.

You may choose optional services or add-ons, including a compatible router, managed network equipment, static or additional IP addressing, or a voice service where available. Separate charges and terms may apply.

Service level and fault restoration

These are best-efforts fixed wireless services. They do not include a guaranteed uptime, guaranteed speed or enhanced fault-restoration target unless GTE agrees otherwise in writing. Fault diagnosis and restoration depend on nbn® and wholesale supplier processes, site access and network conditions.

Important qualifications

GTE may suspend, restrict or cancel the service where permitted by law and our terms, including for non-payment, unlawful use, a breach of our Fair Use Policy or other applicable terms, interference with the network, or abusive or threatening conduct toward staff.

Information about pricing

Excess usage

There are no excess data usage charges because all plans include unlimited data. The service remains subject to GTE's Fair Use Policy and acceptable-use requirements.

Set-up fee

There is no standard set-up fee for the broadband service. Charges may apply for non-standard installation, additional cabling, missed appointments, subsequent installation visits, equipment configuration or other work requested by you. Known charges will be disclosed before proceeding where practicable.

Equipment fees

You do not have to purchase a router from GTE, but customer-supplied equipment must be compatible and correctly configured. Standard compatible routers start from \$216 including GST. Higher-speed-capable routers suitable for Fast and Superfast start from \$288 including GST. Delivery, installation and configuration charges may apply and will be advised when ordered.

New development charge

nbn® may charge a \$300 new development fee for premises in a new development or for a new connection requiring deployment of network infrastructure. If this charge applies, GTE will pass it through to you and advise you during the order process where the information is available.

Other possible costs

- Optional add-ons, bundled services, additional equipment and professional installation are charged separately.
- If you upgrade during a billing period, GTE may charge the difference between the old and new plan from the effective date. Downgrades ordinarily take effect from the next billing cycle and unused amounts are not refunded unless required by law.
- Fees may apply for replacement or damaged equipment, missed appointments, relocation, non-standard installations, paper billing or technician attendance where the fault is not with the GTE-supplied service, where stated in your order or GTE's terms.

Exit fee

There is no early termination or exit fee for the month-to-month broadband service. Outstanding service, equipment, installation and third-party charges remain payable.

Changes to your plan

GTE may change plan pricing or terms from time to time. Where a change is materially detrimental, GTE will provide the notice required by applicable law and GTE's terms.

GTE's terms and policies are available at:

gte.com.au/policies-and-legal

Account and usage information

Because the plans include unlimited data, no excess usage charge applies. Contact GTE if you require account, billing or available-service information.

Important service limitations

Fixed wireless performance can vary materially by location, signal quality, tower demand and backhaul capacity. Maximum and typical speeds are not guaranteed. Your service may perform below the stated figures. Fast and Superfast availability depends on the nbn® equipment and upgraded network capacity serving your premises.

This is a broadband-only service unless a separate voice service is ordered. It should not be relied on as the only means of contacting emergency services or for critical alarms, medical devices or other life-safety systems.

Customer equipment, Wi-Fi coverage, internal networks and third-party applications are outside the broadband access service unless GTE has separately agreed to manage them.

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

Current versions of GTE's Service Agreement, Fair Use Policy, Privacy Policy, Financial Hardship Policy and other applicable terms are also available from this website. Copies are available free of charge on request.

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



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