

Critical Information Summary – nbn® broadband

(Lower tier plans)

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

Service Features	Biz Basic 50/20	Biz Core 100/40	Biz Plus 250/100
Unlimited Minimum/Maximum Monthly Charge	\$85	\$104	\$114
Typical Business Download Speeds (9am-5pm)	47 Mbps	97 Mbps	249 Mbps
Typical Business Upload Speeds (9am-5pm)	16 Mbps	33 Mbps	87 Mbps
Early Termination Charge	\$0	\$0	\$0
Minimum Commitment	1 month	1 month	1 month

Understanding Your Service

What Service Are You Getting?

SIPcity's nbn® broadband solution leverages NBNCo's comprehensive infrastructure network to bring reliable internet connectivity directly to your business.

Whether your premises connects via Fibre To The Premises (FTTP), Hybrid Fibre Coaxial (HFC), Fibre To The Curb (FTTC), or Fibre To The Node (FTTN), you'll receive the advertised business-grade speeds during peak operational hours.

Service Availability

Your SIPcity nbn® service is accessible wherever NBNCo has established their network coverage. To verify availability in your area, please check the nbn® rollout map

<https://www.nbnco.com.au/learn/rolloutmap>.

Getting Connected - What You'll Need

Installation Requirements:

- NBNCo will arrange installation of necessary equipment both externally and internally at your premises (near a power outlet).
- An adult (18+) must be present during the installation appointment.
- An nbn®-compatible modem/router (available through SIPcity or your preferred supplier).

Technology-Specific Requirements:

- **FTTC Customers:** Require an nbn® network connection device (provided at no cost by nbn®).
- **HFC Customers:** Need an nbn® Network Termination Device (supplied free by nbn®).

Important Considerations for FTTN and FTTC Connections:

- Your existing copper telephone line will be replaced by the nbn® connection.
- This transition requires moving to a Voice over IP (VoIP) phone service (like SIPcity) to maintain telephone connectivity.
- Traditional phone sockets throughout your premises may become inactive and disabled.

What's Included in Your Service

Your SIPcity nbn® business plan includes:

- Dedicated Static IP Address for consistent business connectivity.
- Priority Support Access with our dedicated business support team.

Flexible Service Options

SIPcity believes in choice. Your broadband service stands alone with no mandatory bundling requirements. However, you can enhance your service by adding:

- Business phone services.
- Additional static IP addresses.
- Other professional communication tools.

Service Commitment

We keep it simple with month-to-month billing and no long-term contracts. You have the flexibility to modify or cancel your service with just one month's notice.

Service Limitations and Restrictions

Your SIPcity service may be temporarily restricted or discontinued if:

- Account payments fall behind schedule
- Inappropriate behaviour toward our support staff occurs
- Our terms of service or acceptable use policies are violated (full details available at <https://sipcity.com.au/legal/>)

Transparent Pricing Structure

No Hidden Costs

- Excess Usage Charges: None - unlimited data means unlimited usage
- Early Termination Fees: \$0 - leave any time after your first month
- Connection Fees: No setup charges apply

Equipment Investment Options

While you're welcome to source your own nbn®-ready equipment, SIPcity offers quality modem/router solutions starting from \$110. Delivery options include:

- Standard shipping: \$15
- Express delivery: \$20
- Courier service: \$25

Potential Additional Charges

New Development Connections:

NBNCo may apply a \$300 infrastructure development fee for premises requiring new network deployment. This applies to new constructions, major renovations, or buildings needing new service addresses. We'll notify you during signup if this fee applies to your location.

Service Enhancement Options:

- Additional services like phone packages or premium features may adjust your monthly investment
- Plan upgrades take effect immediately with pro-rated billing
- Plan downgrades apply from your next billing cycle (no partial refunds)

Plan Flexibility

Change your plan anytime without fees. Upgrades are processed immediately with billing adjustments, while downgrades take effect at your next billing cycle.

Staying Connected and Informed

Australian-Based Customer Support

Our entirely Australian-based support team is ready to assist with technical issues, account queries, and service questions. Contact us at 1800 150 686 or submit requests through our customer portal. Current support hours are available at Mon-Fri 8:00am-7:00pm EST.

Issue Resolution

If you're not completely satisfied with your SIPcity experience, we encourage you to contact us directly. Our dispute resolution process ensures your concerns are addressed promptly and fairly. Please contact us by emailing customerservice@sipcity.com.au.

Independent Mediation

Should our internal resolution process not meet your expectations, the Telecommunications Industry Ombudsman (TIO) provides independent mediation services. Contact the TIO at 1800 062 058 or visit tio.com.au/making-a-complaint.

Service Evolution

We continuously enhance our services and may periodically adjust pricing, plans or terms. Any changes that significantly impact your service will be communicated with 30 days' written notice, giving you time to consider your options.

Contact Information

SIPcity Communications

PO Box 23
Darlinghurst, NSW 1300

Phone: 1800 150 686

Fax: 03 9111 0306

Email: info@sipcity.com.au

Web: <https://sipcity.com.au>

For the most current information and detailed terms, visit our website at <https://sipcity.com.au/terms-of-use>