Ministry of Tech
Technology Advice & Solutions
ABN: 70 213 671 832

Critical Information Summary

NBN™ - Business Broadband - Unlimited - Fixed Line Services

Information About The Service

Ministry of Tech broadband services use NBN™ infrastructure such as fibre to the premises, fixed wireless, HFC, fibre to the curb or fibre to the node, to deliver broadband to your premises.

This service is available anywhere NBN™ has been rolled out - for more details please contact our sales team.

What is included?

- No excess usage
- Static IP address

Minimum Term

The minimum contract term is 1 month. You can cancel this service at any time by emailing accounts@ministryoftech.com.au

No cancellation fees apply and the service will be cancelled at the end of the current month.

Qualifications

Your service may be suspended or cancelled if:

- You fail to pay your bill within 30 days.
- You are abusive or threatening to our staff.
- You breach our terms and conditions
- You breach our fair use policy

What is needed to access the service?

If you are receiving NBN™ via fixed line technologies including fibre to the node (FTTN), HFC, fibre to the curb (FTTC), fibre to the basement (FTTB) or fibre to the premises (FTTP):

- Where applicable, NBNCo may need to install equipment on the outside and inside (near a power point) of your premises.
- You will also need a network router.
- FTTN customers only will also need an NBN approved VDSL modem.

If you are receiving NBN™ via fixed wireless:

- NBNCo will need to install (no cost) an antenna on your premises with internal wall cabling and a device inside your premises, next to a power point.
- You will also need a network router.
- Note that NBN's fixed wireless tower systems can experience peak time congestion that is outside our control, and we will work with the NBN to remediate these issues.

Important note for FTTN and FTTC:

- Your copper phone line will be taken over by the connection. This means that you will need to use VoIP phone services - speak to our sales team for details.
- You may find that all the phone sockets within your premises are disabled.

Information About Pricing (PAYG Plans) - Fixed Line Technology

NBN™ Business Plan	Monthly charge	Data (Up & Down)	Ave peak hour DL	Setup charge	Total minimum
25/10	$75	Unlimited	24Mbps	$90	$165
50/20	$95	Unlimited	49Mbps	$90	$185
100/40	$115	Unlimited	98Mbps	$90	$205
250/100	$115	Unlimited	248Mbps	$90	$205
500/200	$140	Unlimited	498Mbps	$90	$230
1000/400	$165	Unlimited	875Mbps	$90	$255
2000/500	$240	Unlimited	1740Mbps	$90	$330

All Prices include GST

Billing Information

Your service will be billed monthly in advance, and payment will be required within the terms set out on each invoice. Billing and account enquiries can be resolved by contacting Accounts on 1300 668 669.

Complaint Escalation Process

If you are dissatisfied with the performance of a product or the customer service we provide and wish to escalate the matter further please see our Complaint Escalation Process on our website www.ministryoftech.com.au/complaints/

Ombudsman

If you are still not happy with the outcome of your complaint after following our complaint 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 their website tio.com.au/making-a-complaint.

Contact Details

You can contact Ministry of Tech customer service via phone 1300 668 669, email support@ministryoftech.com.au or via the online enquiry form at www.ministryoftech.com.au/contact-us

Configuration Charges

Please refer to our website for charges relating to any onsite or remote access required to configure your equipment to work with our services.

New development fee

The NBNCo may charge a $300 new development fee if you are the first connection in a newly developed area, or you are the first connection in an established area where the number of premises has increased.

Contact Details

Ministry of Tech
Phone: 1300 668 669
help@ministryoftech.com.au
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