Netmode Business Basic Internet

Information about the Service

What is the Service?

Netmode Business Basic Internet services use nbn™ Fixed Line (HFC, FTTN, FTTC, FTTB, FTTP) and nbn™ Fixed Wireless network connection technology to deliver broadband to customer premises.

Availability

Check service availability at your business address by visiting www.Netmode.com.au.

SERVICE NAME	nbn SPEED TIER [1]	Availability by nbn™ Connection Type [3]			
		FIXED WIRELESS	HFC	FTTN/C/B	FTTP
Business Basic Fixed Wireless	Fixed Wireless Plus [2]	YES			
Business Basic 50	50/20		YES	YES	YES
Business Basic 100	100/40		YES	YES	YES
Business Basic 250	250/100				YES

Service Speed & Performance

[1] Speed Tier' refers to the maximum theoretical download and upload speeds that can be delivered over the nbn™ wholesale speed tier used for each service. Speeds can be affected by factors within our control, such as the Contention Ratio of the service, and factors beyond our control, such as the content being downloaded by the end-user, your distance and the quality of the copper from the node or basement for FTTN, FTTC, and FTTB services, the location of your Wi-Fi router/modem, and the number of connected devices running through your router at the same time.

[2] The nbn™ Fixed Wireless Plus wholesale tier aims to deliver the maximum potential wholesale speed the network is capable of delivering at the time of use, however actual service speeds may be impacted by network congestion on the nbn™ Fixed Wireless network, and no performance guarantee is offered.

[3] Netmode will not activate services on nbn™ wholesale speed tiers where actual service performance at the location is unlikely to meet the customer's expectation. Netmode will also provide remedies to customers not able to achieve expected service performance, including the opportunity to move to an alternate service or to cancel the service without penalty.

Equipment & Warranty

Business Basic Internet services require a suitable modem. You can purchase a WiFi router/modem from Netmode or supply your own. If you choose to supply your own modem you are responsible for ensuring that the device meets the required standard, is installed and configured correctly, and acknowledge that the Netmode Service Desk is not able to provide support for non-Netmode supplied or approved equipment. Netmode supplied equipment is covered by the manufacturer's warranty.

Optional on site installation by Netmode or one of our local partners will incur an additional charge.

One off charges, such as modem purchase or installation, may be applied prior to service activation.

Minimum Term

Business Basic Internet services are month-to-month with no fixed subscription term. Service cancellation requires 30 days notice and any charges already paid are forfeited on cancellation.

Included Features

Business Basic Internet services include unlimited data allowances.

Other Services

Business Basic Internet services can be bundled with optional upgrades including a static IP Address, extended support hours from the Netmode Service Desk team, and enhanced nbn™ service restoration SLA. These optional services incur additional charges. Visit www.netmode.com.au or call us on 1300 792 711 for more information.

Critical Information Summary

Information About Pricing

Monthly Charges & Minimum Cost

SERVICE NAME	MONTHLY DATA	SETUP FEE	MONTHLY CHARGE	MINIMUM TERM	MINIMUM COST	EXIT FEE
Business Basic Fixed Wireless	Unlimited	$0	$79	1 month	$79	$0
Business Basic 50	Unlimited	$0	$79	1 month	$79	$0
Business Basic 100	Unlimited	$0	$109	1 month	$109	$0
Business Basic 250	Unlimited	$0	$209	1 month	$209	$0

Setup Fee, NBN Installation & NBN Connection Charges

Netmode does not charge a setup fee or exit fee for Business Basic Internet services.

You may require nbn™ equipment to be installed at your premises by a nbn-approved technician.

If you are in a new development area and not already connected to the nbn™ broadband access network, a $300 New Development Charge may be applied by nbn Co.

Charges will be itemised on your service order form and may be applied prior to service activation.

Your nbn™ connection may require you to transfer to an IP phone service to avoid losing your current landline phone connection. Ask the Netmode Sales team for more information.

Other Information

Invoices & Payment

Business Basic Internet services are billed monthly in advance and will be charged to your nominated payment method on the 1st of every month. Services must be paid by scheduled electronic payment method (or by credit card only if purchased via our website).

A pro-rata charge may be applied for services activated on days other than the first day of the month.

Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy.

Excess Usage

Business Basic Internet services include an unlimited data allowance with no excess usage charges.

Use of the service is subject to our Acceptable Use policy available at www.netmode.com.au/legal.

Customer Service & Support

Business Basic Internet plans are offered with a best effort SLA. If you require priority support access and service restoration SLA, we recommend you consider a **Netmode Business Plus Internet** plan. Contact the 100% Australian Netmode Service Desk team between 8:00AM and 6:00PM (AEST) on business days by calling 1300 792 711, or email servicedesk@netmode.com.au outside business hours.

Business Basic Internet services are also sold and supported by Netmode accredited local partners.

Dispute Resolution Process

If you are dissatisfied with your service you can contact us on 1300 792 711 or follow the dispute resolution process outlined at www.netmode.com.au/legal/feedback.

Telecommunications Industry Ombudsman

If you are not happy with the outcome of the dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au.

Contact Netmode

You can find full Netmode terms documents at www.Netmode.com.au/legal or contact us:

	Phone	Email	Post
Sales	1300 792 711 option 1	sales@netmode.com.au	Netmode Pty Ltd PO Box 149 Glenorchy TAS 7010
Service Desk	1300 792 711 option 2	servicedesk@netmode.com.au	
Accounts	1300 792 711 option 3	accounts@netmode.com.au	