

Shoalhaven Internet
Est 1997

Small Business nbn services

Critical Information Summary

Important information about the Shoalhaven Internet small-business nbn plans shown below. Read this with the NBN Key Facts Sheet and our standard terms before ordering.

Plans and charges

Plan	Service speed	Monthly inc GST	Minimum cost*
101	12/1 Voice only	\$27.50	\$27.50
102	12/1 Broadband	\$57	\$57
111	25/10	\$65	\$65
131	50/20	\$89	\$89
132	Fixed Wireless Plus - 150/30	\$89	\$89
141	500/50	\$95	\$95
143	100/40	\$105	\$105
150	750/50	\$109	\$109
152	250/100	\$115	\$115
154	500/200	\$135	\$135
156	1000/100	\$119	\$119
160	1000/400	\$155	\$155

* Minimum term is one month. Minimum cost is one monthly plan charge, excluding optional equipment, special installation work and carrier charges that apply to the premises.

Included data Unlimited, subject to fair usage.	Equipment A compatible router is required for broadband plans and is not included unless separately quoted.
Static IP A static IPv4 address may be available on request.	Minimum term 1 month.
Plan changes No Shoalhaven Internet charge to change speed plans.	Early termination No Shoalhaven Internet early termination fee. Charges already incurred, equipment balances and carrier charges already committed remain payable.

Service availability and speed

Availability depends on the nbn technology and service qualification at the premises. 500/50, 750/50 and 1000/100 are available on eligible FTTP and HFC. 500/200 and 1000/400 are FTTP high-upload services. 250/100 is available on FTTP and on HFC where supported. Fixed Wireless Plus requires an eligible Fixed Wireless service and compatible NTD.

Speeds are best effort. Typical business-hour download speeds (Monday-Friday, 9am-5pm) are in the NBN Key Facts Sheet. Actual performance depends on access technology, line capability, network demand, customer equipment, Wi-Fi and the destination being accessed.

Installation and carrier charges

Standard nbn installation is \$0. If nbn applies a new-development charge or another non-standard installation or carrier charge, it may be passed through. The current nbn new-development charge is \$300 inc GST where applicable. We will advise known additional charges before proceeding where practicable.

Billing and payment

Accounts are billed monthly in advance. A tax invoice is emailed at the start of each calendar month. Payment instructions and available payment methods are shown on the invoice. If you are having difficulty paying, contact us promptly so payment assistance options can be discussed.

Power, alarms and critical equipment

In most cases nbn services will not operate during a power failure. Before ordering, check with the equipment provider whether any medical alarm, security alarm, EFTPOS terminal, lift emergency phone or other service you need to retain is compatible with nbn, and arrange an alternative if required.

Customer service, faults and complaints

For sales, billing, technical support or complaints contact Shoalhaven Internet Services on **02 4422 5040** or **admin@shoalhaven.net.au**. We will try to resolve complaints directly. If you are a small business and are not satisfied with the outcome, you may contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058** or at **tio.com.au**.

Other information

Our standard terms and conditions apply. 2 Gbit/s services and enhanced fault-restoration options are individually quoted and are not included in the priced offers in this CIS. Where offered, separate pricing and applicable service information will be supplied before order.

Shoalhaven Internet Services
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