



Critical Information Summary

NBN BUSINESS PLANS

Sedcom Communications nbn™ broadband service uses NBNCo infrastructure to deliver broadband to your business premises. This service is available anywhere where nbn™ has been rolled out. You can find out if the nbn™ network is available in your area by visiting <https://www.nbnco.com.au/business>

	25/10	50/20	100/40	250/100	500/200	1000/400
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Monthly Charge	\$79.00	\$111.00	\$133.00	\$237.60	\$336.60	\$435.60
Maximum Monthly Charge	\$150.21	\$159.21	\$186.21	\$276.21	\$375.21	\$474.21
Typical Business Speeds (9am – 5pm)	24Mbps	49Mbps	98Mbps	245Mbps	490Mbps	600Mbps
Minimum Term (Months)	24 Months					

Information About Pricing

Set-up Fees

There are no set-up fees for this service.

Excess Usage

There are no excess usage charges.

Equipment Fees

An NBN-ready modem/router can be purchased from Sedcom Communications. Modem/Router costs start from \$199.00 plus postage. Postage costs are \$25.00 for express mail.

Other Possible Fees

Development Fee

NBNCo may charge a \$300.00 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn™ connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Subsequent Installation Fee

NBNCo may charge a \$297.00 subsequent installation fee in the event that sufficient infrastructure is not available or the service is being delivered along-side an existing active connection at the same location.

Non-standard Installations

Separate charges apply for non-standard installations that require additional connection points.

Early Termination / Exit Fees

Early Termination Fees will apply to services cancelled inside the minimum term.

There are no Exit Fees for service cancellations outside the minimum term.

Customer Service

We have a local, Canberra based team who can help you with any questions relating to your service with us. Just give us a call on 0262831444.

Complaints

If you are not happy with our service, you can lodge a complaint by emailing complaints@sedcom.com.au

If you are still not happy with the outcome of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or you can visit <https://www.tio.com.au/making-a-complaint>