

INFORMATION ABOUT THE SERVICE

Description of the Service

nbn™ Fibre is part of the National Broadband Network internet service which uses the nbn optical fibre access network to deliver internet connection to your premises using (FTTP (Fibre to the Premises), FTTB (Fibre to the Building), FTTN (Fibre to the Node), FTTC (Fibre to the Curb) or HFC (Hybrid Fibre Coaxial) technologies.

Minimum Term

Field Solutions Business nbn Broadband plans have no lock in contracts.

Mandatory Requirements and Availability

This service is available to all eligible customers in a NBN Fibre service area. This service is not dependent on any bundling of services. You can check availability on nbn@rolloutmap.com | [nbn \(nbnco.com.au\)](http://nbn.nbnco.com.au)

If your premises are in a NBN Fibre service area but are not already connected to the NBN, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device). The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device (NTD), which looks like a broadband modem. There will also be a separate power supply box.

FTTP: The NTD provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises, you will require an NBN ready Wireless Router. FTTN requires a VDSL router with VLAN 100. HFC requires Ethernet Router with VLAN 100.

To gain the full benefit of the NBN Fibre speeds you should have an NBN ready router. FSG can supply you with an NBN ready router at an additional cost or you can provide your own NBN ready router. For more information, please contact your sales representative on 1300 000 477.

Important conditions

nbn™ supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

INFORMATION ABOUT PRICING

All usage is subject to the Fair Use policy. All dollar values include GST unless otherwise stated. Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Monthly Plan Charges

Business Plan	Typical Business Speeds	Data Allowance [#]	Monthly Plan Charge	Total Minimum Charge [^]
Home Basic 12/1	11/8.4 Mbps	Unlimited	\$52.50/month	\$52.50
Home Basic Plus 25/10	24/8 Mbps	Unlimited	\$63.00/month	\$63.00
Home Standard 50/20	48/17 Mbps	Unlimited	\$89.95/month	\$89.95
Home Fast 100/20	96/16 Mbps	Unlimited	\$94.95/month	\$94.95
Home Fast Plus 100/40	96/33 Mbps	Unlimited	\$99.95/month	\$99.95
Home Super-Fast 250/25	240/21 Mbps	Unlimited	\$109.95/month	\$109.95

Cancellation Fees

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

Cancelling your Field Solutions service may also result in a cancellation of any other Field Solutions products you have purchased that are only available when bundled with a Field Solutions Service. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

GST

All dollar values in this Critical Information Summary include GST unless stated otherwise.

Payment

Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5%

surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

Other Fees and Charges

In accordance with our Terms and Conditions, Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fees, Service Reconnection Fees, Payment Decline Fee, Sim Card Replacement fee, Hardware Replacement Fee. Refer to the Field Solutions Service Terms at: <https://fieldsolutions-group.com/wp-content/uploads/2021/09/Field-Solutions-Terms-v1.9.pdf>

The Field Solutions Group Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The FSG Acceptable Use Policy is available to our website <https://fieldsolutions-group.com/terms-of-use/>

Please note that your service may be restricted if you fail to pay your invoice and or breach out terms and conditions or fair use policies.

New Development Fee

nbn™ may charge a \$300 “new development fee” for the cost of delivering a connection/s to a new premises/development or dwelling.

Set-up Fee

There is no set up fee for service.

Excess Usage

No excess usage charges apply to these plans.

OTHER INFORMATION

Contact Us

You can contact Field Solutions customer service for Sales, Support & Billing assistance via

Phone: 1300 000 477

Email: info@fieldsolutions-group.com

Website: www.fieldsolutions-group.com

Dispute Resolution Process

If you are dissatisfied with your service, you can contact us on servicedesk@fieldsolutions-group.com.au or follow the dispute resolution process outlined here: *Our Complaints Process*

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by Field Solutions Group, you may wish to contact the TIO, an independent dispute resolution body, via:

Phone: 1800 000 058

Email: tio@tio.com.au

Fax: 1800 630 614

Mail: PO Box 276, Collins Street West VIC 8007