

This is a summary. See full product details at <https://starxcommunications.com.au/business-nbn/>

INFORMATION ABOUT THIS SERVICE

Description

StarX NBN™ is an asymmetrical high speed broadband internet for your business provided over the National Broadband Network (NBN™).

This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload / download) and is always subject to our [Acceptable Use policy](#).

Hardware

You will need an NBN compatible router. We recommend you purchase a Business NBN router from us. Alternatively can contact your IT service provider. We do not provide support for hardware purchased from other vendors.

Minimum term

There is a 24-month minimum contract term. When your contract expires, your service will automatically roll over to a month-to-month basis. We require 30 days advance written notice to terminate your service.

Inclusions

Static IP address

One static IP address is included with this service.

Installation

The first installation of NBN™ at the premises is free (new copper pairs not included).

A NBN technician will need to attend your premises to install this product; they may require access inside the property. This may require more than one visit. You will not be charged for these site visits unless you change a scheduled appointment. StarX Communications is not responsible for these charges as a third party supplier imposes them.

Exclusions

Additional infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF), and will not supply or install any router / firewall / network cabling / other equipment.

Hardware

Hardware is not included with this service. We do not provide support for hardware purchased from other vendors.

New Copper Pairs

The cost of new copper pairs are not included with this service. This costs \$450 ex GST and may only be applicable for new addresses.

Relocation of existing StarX NBN™ service We require 40 business days advance written notice with details of the address you wish to move your service to (fees apply).

- If your service is within contract: Relocation fee, Early Termination Charge & Set up fee (if applicable based on new plan selected)
- If your service is out of contract: Relocation fee & Set up fee (if applicable based on new plan selected)

We cannot guarantee that we will be able to provide NBN service (or a similar service) at your new location. If you move to an area where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualifications

Availability

Availability of this product depends on whether nbn co has rolled out NBN™ in your area. Check the NBN™ rollout map or contact our Sales team on 1300 240 834.

Speed

Your estimated speeds will depend on the plan you choose

PLAN	TYPICAL BUSINESS HOURS SPEED*
NBN Essential	50 Mbps
NBN Advanced	99 Mbps
NBN Enterprise	248 Mbps

*FTTN/B speeds to be confirmed when active. Typical Business Hours Speed indicates download speed and is measured between 9am-5pm, Monday to Friday. Speed levels depend on a number of factors and may be slower than the typical speed here. These factors include hardware/software configuration, source and type of content downloaded, connection cable type, the number of users, route to host destination setup, and performance of infrastructure not supplied, operated or maintained by StarX

Installation

A technician may need to visit the premises to complete installation of the service. You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)

- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket – whichever comes first
- Inform us if a site induction for the Technician is required

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

PLAN	CONTRACT TERM	MINIMUM MONTHLY CHARGE	TOTAL MINIMUM COST
NBN ESSENTIAL	24 months	\$89	\$2136
NBN Fast	24 months	\$129	\$3096
NBN Super Fast	24 months	\$249	\$5976

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30 day notice to cancel your service.

Plan upgrades and downgrades

All requests are subject to StarX communications standard procedure of service qualification and installation costs (if any).

Plan upgrades are available for NBN services. All will be processed at the beginning of the following calendar month, and your contract will remain the same.

Downgrades are not applicable for this service while in the contract.

Withdrawal

You will be charged \$400 (inc GST) should you decide to withdraw the order after a port/IP address has been allocated for it.

Early termination charge

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term.

PLAN	MAXIMUM EARLY TERMINATION CHARGE
NBN Essential	\$2136
NBN Fast	\$3096
NBN Super Fast	\$5976

Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#).

OTHER INFORMATION

Managing your service, including usage information

Log in to StarX customer portal, <https://starxcommunications.com.au/portal/>, at any time to view your services, track your usage, access reports, and access your bills.

Enquiries, feedback, technical support, and complaints

Our expert Customer Care team is here to help.

StarX CONTACT DETAILS	
Phone	1300 240 834
Email	info@starxcommunications.com.au complaints@starxcommunications.com.au

Please refer to our [Complaint Handling Policy](#).

Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint