

Critical Information Summary

Business 1000/100 - NBN (Business)			
Service	NBN Internet - 1000/100	Inclusions:	Unlimited Data
Description:	Mbps		
Minimum Monthly Charge:	\$129.00 inc GST	Maximum Monthly Charge:	\$129.00 inc GST
Early Termination Fee:	\$0 (No lock-in)	Minimum Term:	None (Month-to-month)

Pricing (All inc GST)	
Monthly Charge	\$129.00/month
Setup Fee	\$0
New Development Setup	\$330.00
Minimum Total Cost	\$129.00

Contract Terms & Early Termination	
Contract Term	No lock-in (month-to-month)
Notice Period	30 days
Early Termination Fee	\$0

Speed Information	
Max Download	1000 Mbps
Max Upload	100 Mbps
Typical Busy Period (7-11pm)	800-1000 Mbps
NBN speeds are 'up to' speeds and may vary due to network conditions, technology type, and equipment.	

Included Features	
✓	Unlimited data
✓	No lock-in contract
✓	Priority business support
✓	Static IP available
✓	Optional eSLA add-on

Conditions & Limitations
- Service subject to availability at your address - NBN connection required; new connections may require NBN Co installation - Speeds may be limited by NBN technology type (FTTN/FTTB/FTTC) - Subject to Fair Use Policy and Acceptable Use Policy - Prices may change with 30 days notice

Supported NBN Technologies
fttpfttcfttnfttbhfc Not all speeds available on all technology types.

Customer Service	
Phone	1300 798 718
Email	support@hyperconnect.au
Hours	Monday to Friday, 9am - 5pm AEST
Portal	konnnect.thecore.net.au

Complaints & Disputes
Step 1: Contact us via phone or email above. We aim to resolve complaints within 10 business days. Step 2: If unresolved, contact the Telecommunications Industry Ombudsman. TIO: 1800 062 058 www.tio.com.au

Service Provider	
Provider	Real World Technology Solutions Pty Ltd
ABN	74 101 234 664
Address	2 Eden Park Drive, Macquarie Park NSW 2113

Learn more about broadband: For information about broadband services, speeds, and choosing the right plan, visit the Communications Alliance Broadband Education Package at www.commsalliance.com.au/BEP