

Critical Information Summary

Business 2000/500 - NBN (Business)

Service	NBN Internet - 2000/500	Inclusions:	Unlimited Data
Description:	Mbps		
Minimum Monthly Charge:	\$249.00 inc GST	Maximum Monthly Charge:	\$249.00 inc GST
Early Termination Fee:	\$0 (No lock-in)	Minimum Term:	None (Month-to-month)

Pricing (All inc GST)

Monthly Charge	\$249.00/month
Setup Fee	\$0
New Development Setup	\$330.00
Minimum Total Cost	\$249.00

Contract Terms & Early Termination

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

Speed Information

Max Download	2000 Mbps
Max Upload	500 Mbps
Typical Busy Period (7-11pm)	1600-2000 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

fttp fttc fttb hfc

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