

Critical Information Summary

Business 500/50 - NBN (Business)

Service Description:	NBN Internet - 500/50 Mbps	Inclusions:	Unlimited Data
Minimum Monthly Charge:	\$99.00 inc GST	Maximum Monthly Charge:	\$99.00 inc GST
Early Termination Fee:	\$0 (No lock-in)	Minimum Term:	None (Month-to-month)

Pricing (All inc GST)

Monthly Charge	\$99.00/month
Setup Fee	\$0
New Development Setup	\$330.00
Minimum Total Cost	\$99.00

Contract Terms & Early Termination

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

Speed Information

Max Download	500 Mbps
Max Upload	50 Mbps
Typical Busy Period (7-11pm)	400-500 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 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