Critical Information Summary

HyperConnect
Business 25 | Generated: 22 Oct 2026

Business 25 - NBN (Business)

Service Description:	**NBN Internet - 25/10 Mbps**	Plan Code:	**BS01-26A**
Inclusions:	**Unlimited Data**	Minimum Monthly Charge:	**$108.00 inc GST**
Maximum Monthly Charge:	**$108.00 inc GST**	Early Termination Fee:	**$0 (No lock-in)**
Minimum Term:	**None (Month-to-month)**		

Pricing (All inc GST)

Monthly Charge	**$108.00/month**
Setup Fee	**$0**
New Development Setup	**$330.00**
Other Fees	
Static IP /29	**$10.00/month**
After Hours Install	**$181.50**
New Line Installation Charge	**$330.00**
Plan Change	**$38.50**
Minimum Total Cost	**$108.00**

Contract Terms & Early Termination

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

Speed Information

Max Download	**25 Mbps**
Max Upload	**10 Mbps**
Typical Busy Period (7-11pm)	**25 Mbps**

NBN speeds are 'up to' speeds and may vary due to network conditions, technology type, and equipment.

Included Features

- ✓ Unlimited Data
- ✓ Australian Support

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)
- The 12-hour eSLA is an NBN Co repair target, not a guarantee. NBN commits to actioning faults within 12 hours during the eSLA window (7am-9pm, 7 days a week).
- 4-hour eSLA upgrade available for +$35.00/month (same 7am-9pm window).
- Subject to Fair Use Policy and Acceptable Use Policy
- Prices may change with 30 days notice

Supported NBN Technologies

FTTP (Fibre to the Premises) | HFC (Hybrid Fibre Coaxial) | FTTC (Fibre to the Curb) | FTTB (Fibre to the Building) | FTTN (Fibre to the Node)

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	**konnect.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