



SLNET NBN

Critical Information Summary

1. Information about the Service

SLNET NBN is a dedicated data connection between an end user's premises and our network. It can be used for Internet access and for connecting to Screwloose SIP. It is an asymmetric service that utilises the National Broadband Network (NBN) and can be provided in all parts of Australia where NBN is available.

SLNET NBN is currently delivered using fibre to the premises (FTTP), Fibre to the Node (FTTN) Fibre to the Curb (FTTC), Hybrid Fiber-Coaxial (HFC) and Satellite depending on NBN availability and delivery method in your area.

The main features of the service are:

- Nationwide coverage where NBN is available
- High speed Internet access and SIP connectivity
- Unmetered Internet access (subject to Terms and Conditions found at www.screwloose.com.au/legal)
- An optional preconfigured modem at an additional cost
- Optional modem installation at an additional cost

The service is available on a month to month term and requires 30 days' notice to cancel.

The service does not include the provision, maintenance, redirection or configuration of building cabling. If an installation technician is required to provision the service, they are only able to install and test the service. Requests for any work over and above the installation and testing of the service will incur additional charges and can be provided and quoted as required.

Any downstream and upstream speeds that we indicate are indicative maximums only. Actual speeds may be lower due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of the NBN infrastructure.

The service is provided subject to our Standard Terms and Conditions and Fair Use Policy. This document forms part of our Standard Terms and Conditions.

The Service is only available to businesses and not to residential customers.

2. Information About Pricing

Pricing for this service is shown below

All pricing is ex GST

Max bandwidth Allowance	Contract Term	Install	Modem Included	Price Per Month
Basic 25/5*	M2M	\$150	No	\$80
Standard 50/20*	M2M	\$150	No	\$90
Advanced 100/40*	M2M	\$150	No	\$115

All appointments require at least 6 business days' advance notice and can only take place on a business day. Access to the customer site is required.

A Missed Appointment fee of \$100 + GST applies to any NBN Appointments rescheduled on the day of the appointment due to client not being available.

3. Information About Support

Faults can be reported 24x7 via email to support@screwlooseit.com.au

Faults can be reported during business hours by calling 1300 245 575

Targets for fault restoration are as set out below. ***The times are indicative only and Screwloose does not provide any guarantee or commitment that these timeframes will be met.***

Fault Handling Targets:

Fault Category	Acknowledge Time	Repair Time
End user	2 Business Hours	1 Clear Business Day when reported before 11.00am
Screwloose Network	2 Business Hours	80% within 8 hours 95% within 24 hours
Screwloose IT Systems	2 Business Hours	85% within 24 hours 99% within 7 days
NBN Infrastructure Faults	2 Business Hours	3 to 7 Business Days

Business hours are deemed to be 9am to 5pm Monday to Friday AEST

Appointments are booked when a technician is required to investigate inside a premise and suitable access is required.

A fee for service of \$180 + GST may be applied on an appointment where the result of the investigation is concluded as no fault found, or the cause of the fault is not attributable to the Screwloose network (e.g. modem switched off).

A fee of \$180 + GST may also be applied if the technician is unable to access the customer site.