



# Business NBN Critical Information Summary

## SERVICE INFORMATION

Plan	Minimum Monthly Charge (ex gst)	Monthly Data Included	Minimum Term	Typical Download Speed
nbn™ Basic	\$59	Unlimited	1 Month	23/10Mbps
nbn™ Standard	\$69	Unlimited	1 Month	48/17Mbps
nbn™ Fast	\$89	Unlimited	1 Month	98/17Mbps
nbn™ Fast 40	\$95	Unlimited	1 Month	98/38Mbps
nbn™ Superfast	\$119	Unlimited	1 Month	240/22Mbps
nbn™ Ultrafast	\$136	Unlimited	1 Month	650/45Mbps

**What the offer includes:** broadband data service using nbn.

**Is the offer part of a bundle?** No.

**Connection Fee:** \$0.00 fee for transfers or reconnection of previously active services on the NBN network.

**Monthly Data Allowance:** Unlimited - there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

**Equipment Required:** You'll need a compatible router or firewall at your premises.

**Availability of Service:** To check for availability, please go to [www.nbnco.com.au](http://www.nbnco.com.au) to check the address.

## TYPES OF NBN CONNECTIONS

### Fibre to the Premises (FTTP)

Fibre to the Premises uses the fibre-optic line from the street and connects to an NBN connection box at your premises. Your modem then connects to the NBN connection box via an ethernet cable. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

### Fibre to the Node (FTTN)

Fibre to the Node connects the existing copper phone and internet lines from your premises to a nearby fibre node in the street. You then just connect your modem to the existing phone socket in your premises. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

### Fibre to the Building (FTTB)

An NBN Fibre to the Building (FTTB) connection is generally used when connecting an apartment block or similar types of buildings to the NBN network. In this scenario a fibre optic line is run to the fibre node in the building's communications room. Then the existing technology in the building is used to connect each tenant.

## Fibre to the Curb (FTTC)

Fibre to the Curb connects the existing copper phone and internet lines from your premises to a small node located inside a pit on the street. An FTTC NBN connection device will be installed inside your premises and will be the end receiver, where you can connect your modem. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

## Hybrid Fibre Coaxial (HFC)

A Hybrid Fibre Coaxial (HFC) connection is used in circumstances where the existing 'pay TV' or cable network can be used to make the final part of the NBN connection. In this circumstance, an HFC line will run from the nearest available fibre node to your premises.

HFC connections require an NBN connection box to be installed at the point where the line enters your home, where you can then connect your modem via ethernet cable. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

## Fixed Wireless

Fixed Wireless connects from a transmissions tower to an antenna on top of your roof, which is installed by an NBN technician. The antenna then connects to an NBN connection box at your premises. Your modem then connects to the NBN connection box via an ethernet cable. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

## Sky Muster

The Sky Muster satellite connects via a satellite dish on top of your roof, which is installed by an NBN technician. The satellite dish then connects to an NBN supplied modem that is connected to a point where the cable from the satellite dish enters your home. Once your modem is connected to the NBN network, you may connect your devices via Wi-Fi or ethernet cable.

Your home phone connects to your phone socket and runs off the existing copper phone lines, just like it did before.

**Exclusions:** does not support any equipment or wiring at your premises beyond the network boundary point. When you connect to an nbn plan, some equipment or services at your premises may be impacted and no longer operate, which may include medical devices, alarms, EFTPOS machines, lift emergency phones, email and fax services.

## OTHER INFORMATION

**Usage Information:** You can monitor your Broadband and usage by logging into your portal online at [portal.iperium.com.au](http://portal.iperium.com.au)

**Priority Assistance:** Iperium does not offer Priority Assistance. If you require Priority Assistance

## Customer Support



Customer Service  
Email: [sales@iperium.com.au](mailto:sales@iperium.com.au)  
Phone: 1300 592 330



Technical Support  
Email: [support@iperium.com.au](mailto:support@iperium.com.au)  
Phone: 1300 592 330

## Complaints Handling

If you have a dispute with Iperium and wish to make a complaint, please contact the complaint resolutions team, by emailing [disputes@iperium.com.au](mailto:disputes@iperium.com.au).

## Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Iperium, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058).

## Terms and Conditions

The full terms and conditions for our services are available by contacting Customer Service.

### GET IN TOUCH



Mon - Fri: 8:30am - 5:30pm



1300 592 330



[info@iperium.com.au](mailto:info@iperium.com.au)



[www.iperium.com.au](http://www.iperium.com.au)