

CRITICAL INFORMATION SUMMARY | NCTS BUSINESS NBN PLANS

Service Snapshot & Plan Tiers

- Post-paid, month-to-month nbn® broadband service.
- Uses nbn® infrastructure.
- Minimum monthly charge ranges from \$85 to \$259 depending on the selected plan.
- \$0 Early Termination Fee (*no lock-in contract*).
- Static IP Address Included on all plans.

Plan Name	Technology	Typical Business Speeds (9am–5pm)	Monthly Charge
Business 25/10	All Fixed Line	23 / 9 Mbps	\$85
Business 50/20	All Fixed Line	47 / 18 Mbps	\$105
Business 100/40	All Fixed Line	94 / 36 Mbps	\$115
Business 250/100	FTTP / HFC	230 / 89 Mbps	\$159
Business 500/200	FTTP	450 / 178 Mbps	\$179
Business 1000/400	FTTP	875 / 339 Mbps	\$199
Business 2000/500	FTTP	1740 / 471 Mbps	\$259
Fixed Wireless 100/20	Fixed Wireless	94 / 18 Mbps	\$105
Fixed Wireless 250/20	Fixed Wireless	230 / 18 Mbps	\$120
Fixed Wireless 400/40	Fixed Wireless	380 / 36 Mbps	\$135

All prices are inclusive of GST. All plans include unlimited data with no excess usage charges.

Information about the Service

- **What is the service?:** NCTS nbn® broadband uses nbn® infrastructure to deliver broadband to your premises. Actual speeds may vary due to factors including nbn® network congestion, line of sight (for Fixed Wireless), and your equipment.
- **Where is it available?:** Available wherever nbn® services have been rolled out. Check your specific address and technology at nbnco.com.au/check-address
- **What do I need to access the service?:** nbn® may need to install or upgrade equipment at your premises (usually at no cost). A person over 18 must be present. You will need an NBN-ready router (BYO or purchase from us). Higher speed plans require compatible hardware for best performance. Line of sight to the nbn® tower is required for Fixed Wireless.
- **New Development / Additional Installation Fees:** A \$300 new development fee may apply for new premises. Additional installation charges (if required) will be confirmed prior to activation.

Billing Information

- **Billing Cycle:** Services are billed monthly from the 28th to the 27th.
- **Proration:** New service activations and cancellations are prorated based on the remaining days in the billing cycle.
- **Plan Changes:** Upgrades or downgrades take effect on the next billing cycle.

Customer Support & Complaints Handling

- **Customer Support:** Reach NCTS Support via phone at [1300 420 354](tel:1300420354) or email support@ncts.com.au.
- **Accessibility:** Deaf, hard of hearing, or speech-impaired customers can contact us via the National Relay Service (NRS). Translation support is available through the Translating and Interpreting Service (TIS National).
- **Disputes & SFOA:** Our complete Complaints Handling Policy and Standard Form of Agreement (SFOA) can be reviewed at ncts.com.au. Unresolved issues may be escalated to the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or visiting tio.com.au.