

This summary gives you the key information about this offer. It doesn't replace your agreement. Your agreement is our [Customer Terms](#) (flixlink.com.au/customer-terms) together with your order. Please read it before you sign up.

SERVICE nbn® business internet with backup and static IP	MINIMUM MONTHLY CHARGE From \$119.85	MAXIMUM MONTHLY CHARGE The plan price, plus modem repayments if you choose them	MAXIMUM EARLY TERMINATION CHARGE \$0	MINIMUM TERM None
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The service

Internet over the nbn® network for businesses that can't afford downtime. You choose the speed tier. Plans you can order depend on the nbn® technology at your address. The 500 and faster tiers need fibre to the premises (FTTP) or HFC, or an upgraded connection. Business Assurance adds a backup connection and enhanced support. The service levels and any service credits are set out in your order.

- **Included:** unlimited data (subject to our Acceptable Use and Fair Use Policy), one static IPv4 address, a backup connection and enhanced support.
- **Not included:** a modem (optional, see below), phone calls, and nbn® battery backup.
- **You need:** an nbn®-ready address and a compatible modem. Someone 18 or over may need to be home for an nbn® technician.

Prices

Plan	Speed tier (max download/upload, Mbps)	Monthly price	Months 1–6, ordered online	Minimum total cost
Assurance 50	50/20	\$141.00	\$119.85	\$119.85
Assurance 100	100/40	\$151.00	\$128.35	\$128.35
Assurance 250	250/100	\$161.00	\$136.85	\$136.85
Assurance 500	500/200	\$211.00	\$179.35	\$179.35
Assurance 750	750/50	\$161.00	\$136.85	\$136.85
Assurance 1000/100	1000/100	\$177.00	\$150.45	\$150.45
Assurance 1000/400	1000/400	\$252.00	\$214.20	\$214.20

Minimum monthly charge is the monthly price (15% less for the first 6 months when you order online: the FlixLink Special). **Maximum monthly charge** is the same as the monthly price, because data is unlimited and there are no usage charges. If you choose modem repayments, they're added on top. **Minimum total cost** is one month at the online Special price, with your own modem. Speeds are maximum speeds. Ask us for the typical evening speed for your plan. Your speed depends on your connection type, your in-home Wi-Fi and wiring, and how busy the network is.

Minimum term and leaving

Month to month, with no minimum term and no early termination charge. Cancel any time by phone or email. Your service runs to the end of the month you've paid for. We don't refund part months. If you're paying off a modem, the remaining repayments are due when the service ends (at most, the modem price less repayments made), and you keep the modem.

Other charges that may apply

Charge	Amount
Modem (optional)	\$165–\$1,870
nbn® New Development Fee (only if nbn® charges it for your premises)	\$300
Fibre Connect change or cancellation within 12 months of an upgrade	\$200

Good to know

- **Wi-Fi modems** are optional. Bring your own compatible modem, or buy one from us (from \$165 to \$1,870), upfront or interest-free over 12 or 24 monthly repayments.
- **Power:** your nbn® service won't work in a power outage, unless it's FTTP with a working battery backup. Keep a charged mobile for emergencies.
- **Alarms:** check medical, security and lift alarms with their supplier before you connect, and register a medical alarm with nbn®.
- **Slow line?** On fibre to the node, building or curb, we tell you your line's maximum speed within 20 business days. If it can't reach your plan, you can move to a lower plan or cancel at no cost.
- **Usage:** data is unlimited, so there are no usage charges. You can ask us for usage information at any time.

nbn® technician visit where there's no network fault (only with your agreement first)	At cost
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Billing and payment

Plan charges are billed monthly in advance through Stripe, our secure payment provider, by card (including Apple Pay or Google Pay where shown at checkout). You only pay for days your service is working: if you pay before it starts working, we credit those days. Usage charges are charged after they happen, with your next payment. No surcharges, no late payment fees. You can ask for a one-off payment link each month instead of automatic payments. You'll get a receipt by email for each payment, and you can ask for itemised usage and your billing history free.

Help, complaints and support

Contact us: (02) 9071 2900 · info@flixlink.com.au · flixlink.com.au

Complaints: tell us by phone or email. We'll acknowledge it and give you our proposed resolution within 10 working days (2 if urgent). How we handle complaints: flixlink.com.au/complaints

Financial hardship: if you're finding it hard to pay, we can help. Applying is free: flixlink.com.au/hardship

Domestic, family or sexual violence: we can help keep your services and details safe. No evidence needed: flixlink.com.au/family-violence

Need help to communicate? Contact us through the National Relay Service or an interpreter. See flixlink.com.au/complaints

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. TIO: 1800 062 058 · tio.com.au