



## Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

### Tronic Internet by Aussie Broadband – Business NBN®

#### Information about the service

Introducing Tronic Internet, powered by Aussie Broadband, your gateway to seamless connectivity on Australia’s NBN Network. Backed by dedicated support from a 100% Australian-based network. Tronic ensures uninterrupted internet access for all your voice and data requirements. Experience the freedom of no lock-in contracts, giving you the flexibility to adjust your plans effortlessly as your business evolves. Trust Tronic to manage your internet connection, allowing you to focus on what matters most - growing your business. For more information regarding Tronic Internet by Aussie Broadband, please contact us at [sales@tronic.com.au](mailto:sales@tronic.com.au) or call us on 1300 788 718

**Is the offer part of a bundle?**

**NO**

**Is the customer required to buy any goods as part of the offer?**

**Optional (See Below)**

**Does the offer have any minimum term of use?**

**Month to Month**

#### What is the service?

Aussie Broadband’s nbn® broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical business download and upload speeds listed for each plan in the table below.

#### Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

#### What do I need to access the service?

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at the premises for this appointment.

- You will also need an NBN-ready modem/router (see “Hardware - Required” on next page)
- FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®. Important note for FTTN and FTTC customers:
- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled
- If you have more than one phone line into your property, you can opt for nbn® on one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that this second line will be shut down in 18 months from the time nbn® went live in your area.



1300 799 095



[support@tronic.com.au](mailto:support@tronic.com.au)



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



Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150

## Hardware - Required

Other than the hardware that NBN Co will install, you'll need a router and modem in order to connect to the internet and set up a Wi-Fi connection. These are available at an extra charge from Tronic, or you may be able to purchase your own independently.

For FTTN or FTTB you will need a VDSL compatible modem router. For FTTC, FTTP, HFC you will need a ethernet router.

<https://www.nbnco.com.au/residential/getting-connected#installation-RFS>

## Contract Period

For Tronic Internet by Aussie Broadband there is no contract. We want you to stay because of our great price and great service. Though to be fair we need at least a months' notice, before cancelling a service.

## What is included?

Features of this service include:

- Static IP address
- Priority ticket handling from our support team at [support@tronic.com.au](mailto:support@tronic.com.au)
- Restoration Time Frames

Gold eSLA: Features an nbn® target restoration time of 4 hours.

Bronze eSLA: Features an nbn® target restoration time of 12 hours.

Basic (no eSLA): Best effort restoration times.

## Information about pricing:

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises.

| Data Included                                | 25/10 Basic | 50/20 Basic | 100/40 Bronze | 250/100 Bronze | 500/50   | 500/200 Gold | 750/50   |
|----------------------------------------------|-------------|-------------|---------------|----------------|----------|--------------|----------|
| Unlimited Minimum Monthly Charge             | \$83        | \$97        | \$113         | \$113          | \$98     | \$137        | \$123    |
| Unlimited Maximum Monthly Charge             | \$83        | \$97        | \$113         | \$113          | \$98     | \$137        | \$123    |
| Typical Business Download Speeds (9am - 5pm) | 23Mbps      | 47Mbps      | 94Mbps        | 243Mbps        | 486Mbps  | 486Mbps      | 724Mbps  |
| Typical Business Upload Speeds (9am - 5pm)   | 8Mbps       | 17Mbps      | 34Mbps        | 85Mbps         | 44 Mbps  | 172Mbps      | 44Mbps   |
| Early Termination Charge                     | \$0         | \$0         | \$0           | \$0            | \$0      | \$0          | \$0      |
| Minimum Term (Months)                        | 1           | 1           | 1             | 1              | 1        | 1            | 1        |
| Connection Type                              | ALL         | ALL         | ALL           | FTTP/HFC       | FTTP/HFC | FTTP         | FTTP/HFC |

Prices Include GST

Pricing may change from time to time, and you will be provided with 30 days' written notice.



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## Qualifications:

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff
- You breach our terms and conditions or our fair use policy, available at <https://tronic.com.au/support/usage-policy>

## New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

## Other possible costs:

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.
- If you choose to have a second line installed as a safety net for your business during changeover, this will cost \$297. It is your responsibility to arrange any relevant cabling through a licensed contractor.

## No Early Termination Charges Or Contracts

Because Tronic Cloud services are month-to-month there are no early termination charges. We need one month notice to cancel.

## Excess usage:

There are no excess usage charges.

## Set-up fee or exit fee's:

There is no set-up fee for this service. There are no exit fees for this service.

## Customer Service Contact Details:

Phone: 1300 799 095

Email: [support@tronic.com.au](mailto:support@tronic.com.au)

## Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter be made in writing to [support@tronic.com.au](mailto:support@tronic.com.au) We Treat all complaints as high priority

## Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.



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