

Critical Information Summaries (CISs)

(Business Data Plans)

Business Data service provides your business a seamless ADSL, NBN, Fiber or Fixed Wireless service.

Minimum Term

Divine Telecom Business Data plans have a minimum term of 24 months. Ongoing monthly discounts are offered over a long term contract (36 or 48 months).

Minimum Support Requirements

Divine Telecom Data plans include Unlimited data. This means you will never incur additional usage fees, and your service will not be subject to network shaping. You will enjoy the full speed your plan includes, subject to NBN Co's network.

Hardware Requirements

To access a Divine Telecom Business Data connection, you need a compatible modem. You may be able to re-use your existing device, or you may need to purchase a new device. If you are unsure of the compatibility of your existing device, please speak to our IT team directly.

4G Backup Option

If you choose to take a backup 4G Option, this will only work in areas with sufficient 3G or 4G coverage. 4G Backup is only available to customers choosing to purchase a compatible modem from Divine Telecom. Backup speeds are permanently shaped at 10/2 – as such, this will only provide a limited backup option, and may not be suitable to run your entire business. Speak with your Business Solutions Specialist about our 4G Failover Solution which may be more suitable.

This service is also unlimited. It is, however, restricted for use as a backup option only in times of Primary Link Failure. It will be closely monitored for any usage outside of this scenario. Should the service be seen to be used externally, or when NBN is still in operation, Divine Telecom reserves the right to apply reasonable additional charges.

Availability

Divine Telecom Business Internet Service is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. The site address for connection must have availability to connect to the NBN Co's or Telstra's network utilising fixed or wireless connection types (FTTN, FTTC, FTTP, FTTB, HFC & FW). It is not available to site addresses serviceable by SkyMuster Satellite.

Connection Procedure

Each Divine Telecom connection requires work to be completed by either NBN Co or Telstra directly, or one of their registered partners. Additional cabling work may be required to finalise the termination of the Network at your premise. These requirements will only be known after a Technician attends the site. Additional work may be required at your premises to allow this connection to be finalised. Any additional work required is at your expense or will be charged by Divine Telecom.

Information About Pricing

	Divine Telecom Data Plans		
NBN Download Speed	12M	50M	100M
NBN Upload Speed	1M	20M	40M
Contract (12 Months)	\$120.00 (p/m)	\$140.00 (p/m)	\$185.00 (p/m)
Contract (24 Months)	\$100.00 (p/m)	\$120.00 (p/m)	\$160.00 (p/m)
Contract (36 Months)	\$90.00 (p/m)	\$100.00 (p/m)	\$140.00 (p/m)
Data Allowance	Unlimited		
Activation Fee	\$0		
Setup Fee	\$299 (Onetime)		

➤ **Hardware Charges Extra.**

Pricing

All pricing mentioned on this document includes GST. Additional cabling or hardware required may incur additional fees. These will be discussed at the time of your CAF on-boarding process.

Early Service Termination

If you cancel your Business Data service, or it is disconnected, Early Termination Fees (ETF) may get applied. If you are on a 24/36/48 month contract, this fee is calculated as your monthly access fee, multiplied by the months remaining in your termed contract. If you have a Hardware Rental agreement, you will be charged using the same formula, regardless of your Business Data contract status.

Call Out Charges

Divine Telecom can charge for the call out fees due to the following reasons:

- (a) If the service which has been provided does not comply with the SLA.
- (b) If there are any dependencies while integrating the service provided by Divine Telecom.
- (c) If it has been found that Divine Telecom does not have any issues and has provided extended support (On-site or Remotely).

Promotions

Pricing included in this Critical Information Summaries does not take account of any promotional discounts or customized plans.

Relocation Fees

If you relocate your service whilst under contract, you will be charged a once-off relocation fee of \$250. Your service contract will renew at the new premise for a further 24 months. You will not be charged an Early Termination Fee under this circumstance. In the event NBN or Telstra does not have availability at your new premise, you will be charged with the full Early Termination Fee.

Service and Plan Changes

If you are migrating an existing ADSL Connection to a Divine Telecom NBN plan, it is important to note that you will not be able to move back to your previous copper network, in any circumstance. During your minimum term, you are able to move to a higher speed tier, however, you will be unable to move to a lower speed tier than that which you connect to initially. All plan changes incur a once-off \$59 administration charge. You must provide 30 days of written notice to us to disconnect a service.

New Development Surcharge

In April 2016, the Federal Government announced a New Development Surcharge of \$300. This fee applies to the first NBN connection at certain premises. This surcharge is charged directly to Divine Telecom and is passed onto you at cost. This cost is not included in any minimum costs included in the pricing table above and cannot be waived.

Connection Timeframes

We endeavour to have this service provisioned between 5 and 20 business days from the date we accept your application. Please note, however, as this is a complex product, additional steps can be required with the setup and configuration, combined with any hardware deployment. For this reason, it can take longer to connect. In some cases, this can occur sooner than our intended timeframe.

Number porting for single numbers usually takes 4 to 6 week of turnaround time, however, these are requested once the application form is accepted and this is in tandem with the setup, configuration and rollout of any systems and hardware. The time frame for porting services is completely dependent on your existing service provider with releasing the numbers (DIDs) to Divine Telecom.

Service Speed

Any speeds mentioned in the package is only an indication of what you may experience on your service. Your NBN™ speed may be affected by many factors including - technology over which services are delivered to your premises, network configuration, traffic management (particularly during peak periods when more people are online), Internal Congestion, the performance of your modem, Wi-Fi, cabling, and other devices in your premises. Your speed will be particularly affected even further during peak usage times (10am to 3pm).



DIVINE TELECOM (65 642 249 063)

Helpline: 03 8725 2050

Email: support@divinetel.com.au

Website: www.divinetel.com.au

Billing

Billing will be done in advance for the minimum monthly charges and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Fair Usage

Fair Usage applies to all the services provided by Divine Telecom. High Volume of Spamming or Downloading is strictly prohibited on this service. Additional charges may apply for unreasonable data usage. For more information we would recommend you to please refer to our detailed Fair Usage Policy on the website - www.divinetel.com.au.