

## WTCO – Critical Information Summary (CIS)

### Business NBN Plans

WTCO – ABN 53 162 132 827 | wtco.com.au | 1300 765 985

#### Information about the service

##### Bundling

This service is not conditional on any bundling arrangements, but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

WTCO Business NBN plans use the nbn® broadband network (TC-4) to deliver high-speed internet suitable for business use. All plans include a static IP and business restoration targets (eSLA). 100/40 Bronze is available on FTTP & FTTN. All other Business plans require FTTP.

- Minimum term: Month-to-month (no lock-in)
- What's included: Unlimited data, Static IP, Australian-based support
- What's not included: Router/modem (bring your own or purchase separately)
- Availability: Serviceability subject to nbn®; FTTN performance depends on copper length/quality

#### Information about pricing

Plan Name	Speed (Down/Up)	eSLA	Price (inc. GST)	Minimum Term
<b>Business Essential (Bronze – 12hr eSLA)</b>				
Business Fast 100/40	100/40 Mbps	Bronze (12hr)	\$109	1 month
Business Superfast 250/100	250/100 Mbps	Bronze (12hr)	\$109	1 month
<b>Business Pro (Gold – 4hr eSLA)</b>				
Business Superfast 250/100	250/100 Mbps	Gold (4hr)	\$120	1 month
Business TurboFast 500/200	500/200 Mbps	Gold (4hr)	\$130	1 month
Business UltraFast 1000/400	1000/400 Mbps	Gold (4hr)	\$150	1 month
Business HyperFast Plus 2000/500	2000/500 Mbps	Gold (4hr)	\$240	1 month

#### Setup & other fees

- WTCO setup fees: \$0 (standard)
- New Development Charge (nbn®): \$300 if applicable
- Optional NTD upgrade/second line: up to \$297 each (if requested)

## Early Termination & Changes

### Early Termination & Changes

- Plan changes: you can change plans any time; charges are pro-rata for upgrades
- Early termination charges: \$0 (month-to-month). For services involving an FTTN upgrade, a 12-month connection applies. If cancelled early, an Early Termination Fee (ETF) of \$220 applies.

## Billing

- Billing period: Monthly in advance; pro-rata in the first month
- Payment methods: Standard WTCO payment options; late fees may apply

## Other Information

## Key Facts

Typical busy period (7–11pm) download speeds for each plan are published on our website and updated regularly.

Business NBN plans are suitable for email, web browsing, video calls, cloud apps and streaming. Speeds may be affected by your technology type, in-premises wiring, modem/router quality, Wi-Fi interference, and number of users. NBN services do not operate during a power failure unless battery backup is installed.

Usage monitoring: Log in to your WTCO account at <https://www.wtco.com.au/account/> or call us on 1300 765 985 to check usage and invoices.

- Relocation/moves: Additional fees may apply depending on nbn® works required

## Speed information

Listed speeds are the maximum access line speeds for each tier. Actual speeds vary due to access technology, network congestion, equipment and setup, and the number of users. FTTN performance depends on copper length/quality. Plans above 100/40 require FTTN. HyperFast 2000/500 requires FTTN and compatible high-performance equipment.

## Customer Service & Complaints

### Information to Ask

- What WTCO will do if your connection cannot deliver the advertised speed.
- Whether your medical alarms, security alarms or other monitored devices are compatible with the NBN (check with your alarm provider).
- **Support & Faults:** 1300 765 985 (Mon–Fri 8am–8pm; Sat–Sun & Public Holidays 9am–5pm)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the Telecommunications Industry Ombudsman (TIO), you can do so as follows: Phone: **1800 062 058** | Fax: **1800 630 614** | Online: <http://www.tio.com.au/making-a-complaint>

This CIS is a summary only. Please contact WTCO for further information or visit our website [www.wtco.com.au](http://www.wtco.com.au) for full Terms and Conditions.