

# CRITICAL INFORMATION SUMMARY - PROSUM BUSINESS INTERNET



Prosum Business Internet is a fast, reliable business-grade internet service delivered over the nbn®. It is designed for Australian businesses, offering high performance, flexibility, and local support you can trust.

## INFORMATION ABOUT THE SERVICE

BUSINESS nbn® PLAN	ESSENTIAL	ADVANCED	ULTRA
BEST FOR	Growing teams & everyday business use	Growing teams, cloud apps & video calls	Large teams & high-demand operations
AVAILABLE CONNECTION TYPES	FTTP, HFC, FTTB, FTTC, FTTN	FTTP	FTTP, HFC
NBN SPEED TIER	100/40	250/100	1000/100
TYPICAL DOWNLOAD AND UPLOAD SPEEDS	↓ 99Mbps ↑ 35Mbps	↓ 249Mbps ↑ 90Mbps	↓ 900Mbps ↑ 90Mbps
DATA ALLOWANCE	Unlimited	Unlimited	Unlimited
MINIMUM MONTHLY CHARGE	\$100/mo	\$100/mo	\$120/mo
1 MONTH MIN. TERM	Yes	Yes	Yes

\*Typical speeds are measured between 9 am and 5 pm. Actual speeds may vary due to network congestion, number of users, office setup, and whether devices are connected via Wi-Fi or Ethernet.

### AT A GLANCE:

- **Contract:** Month-to-month (no lock-in)
- **Data:** Unlimited ([Acceptable Use Policy](#) applies)
- **Plans & Pricing:** \$100–\$120/mo (GST included)
- **Speeds (typical):** 99 Mbps → 875 Mbps download (measured 9 am–5 pm)\*
- **Technology Types:** FTTP, HFC, FTTB, FTTC, FTTN (availability varies by plan)
- **Support:** Australian-based standard support, Mon–Fri, 8:30 am–5:00 pm AEST
- **Optional Add-ons:** Static IP, business-grade router, nbn® eSLA's (priority fault restoration).

### AVAILABILITY

- Available in nbn®-enabled areas across Australia.
- We'll confirm the best available technology and speeds at your business address during service qualification.
- Service may not be available in areas with only satellite coverage.

### SPEEDS

- Your actual speeds depend on your nbn® technology type, network conditions, and equipment.

## nbn® CONNECTION CHARGES

nbn® Co may charge:

- \$300 for first-time connections in new developments.
- It is the customer's responsibility to ensure that the lead in conduit and internal cabling is installed and ready for the nbn® service. Additional costs will apply if the site is not ready for the nbn®.

If either applies, our team will advise you before proceeding with the service.

## EQUIPMENT & INSTALLATION

A compatible router is required. You may:

- **Bring Your Own Router (BYO)** – must be business-grade and nbn® compatible; self-configuration required.
- **Purchase a Prosum-supplied router** - pre-configured for standard business use. Optional custom configurations are available at an additional cost.
- Standard setup for a new nbn® connection typically takes around 10 business days.
- For nbn® fibre or transferring an existing connection, activation may be completed on the same day.
- You (or an authorised representative over 18) must be present for the appointment.
- You will receive email confirmation with the installation date and time frame.

## CONTRACT & CANCELLATION

- Month-to-month service, no lock-in contract.
- 30 days' written notice required to cancel
- Charges continue until the end of the notice period.
- Pre-paid fees are not refunded if service is cancelled during the first month.
- Relocating? Let us know and we'll confirm service availability at your new site. Fees may apply.

## BILLING & PAYMENT

- The first bill includes pro-rata charges plus one full month in advance.
- Ongoing billing occurs monthly in advance, on your service anniversary date.
- Billing starts from nbn® activation, not modem connection.

## PAYMENT METHODS

- Direct debit
- Credit card - Visa, Mastercard, Amex (surcharges apply)
- BPAY
- Payment terms: 21 days from invoice date.
- Invoices are delivered via email.

## SUPPORT

- Standard Australian-based support
- Available **Mon–Fri, 8:30 am–5:00 pm AEST**
- Contact us via phone, or email our [support desk](#) on 1300 007 229.

## DATA & USAGE

- Unlimited data - subject to [Acceptable Use Policy](#)
- Monitor usage by calling us on 1800 007 229.

## COMPLAINTS & DISPUTES

If you have a concern, contact us:

- **Phone:** 1800 007 229.
- **Email:** [admin@prosum.com.au](mailto:admin@prosum.com.au)

## PRIORITY FAULT RESTORATION (nbn® eSLA)

Optional nbn® Enhanced Service Level Agreements provide faster fault restoration times. Availability and pricing will be confirmed at the time of order.

If unresolved, contact the Telecommunications Industry Ombudsman (TIO):

- **Phone:** 1800 062 058
- **Web:** [www.tio.com.au](http://www.tio.com.au)

## CONTACT US

- **Phone:** 1800 007 229
- **Email:** [sales@prosum.com.au](mailto:sales@prosum.com.au)
- **Web:** [www.prosum.com.au](http://www.prosum.com.au)