

## Business 500/200 - NBN (Business)

Service Description: **NBN Internet - 500/200 Mbps** Inclusions: **Unlimited Data**  
Minimum Monthly Charge: **\$129.00 inc GST** Maximum Monthly Charge: **\$129.00 inc GST**  
Early Termination Fee: **\$0 (No lock-in)** Minimum Term: **None (Month-to-month)**  
Business-grade NBN plan with 500/200 Mbps speeds. Includes priority support and optional eSLA.

### Pricing (All inc GST)

Monthly Charge	<b>\$129.00/month</b>
Setup Fee	<b>\$0</b>
New Development Setup	<b>\$330.00</b>
Minimum Total Cost	<b>\$129.00</b>

### Contract Terms & Early Termination

Contract Term	<b>No lock-in (month-to-month)</b>
Notice Period	<b>30 days</b>
Early Termination Fee	<b>\$0</b>

### Speed Information

Max Download	<b>500 Mbps</b>
Max Upload	<b>200 Mbps</b>
Typical Busy Period (7-11pm)	<b>400-500 Mbps</b>

NBN speeds are 'up to' speeds and may vary due to network conditions, technology type, and equipment.

### Included Features

- ✓ Unlimited data
- ✓ No lock-in contract
- ✓ Priority business support
- ✓ Static IP available
- ✓ Optional eSLA add-on

### Conditions & Limitations

- Service subject to availability at your address
- NBN connection required; new connections may require NBN Co installation
- Speeds may be limited by NBN technology type (FTTN/FTTB/FTTC)
- Subject to Fair Use Policy and Acceptable Use Policy
- Prices may change with 30 days notice

### Supported NBN Technologies

fttp fttc fttb hfc

Not all speeds available on all technology types.

### Customer Service

Phone	<b>1300 798 718</b>
Email	<b>support@hyperconnect.au</b>
Hours	<b>Monday to Friday, 9am - 5pm AEST</b>
Portal	<b>kconnect.thecore.net.au</b>

### Complaints & Disputes

**Step 1:** Contact us via phone or email above. We aim to resolve complaints within 10 business days.

**Step 2:** If unresolved, contact the Telecommunications Industry Ombudsman.

**TIO:** 1800 062 058 | [www.tio.com.au](http://www.tio.com.au)

### Service Provider

Provider	<b>Real World Technology Solutions Pty Ltd</b>
ABN	<b>74 101 234 664</b>
Address	<b>2 Eden Park Drive, Macquarie Park NSW 2113</b>

**Learn more about broadband:** For information about broadband services, speeds, and choosing the right plan, visit the Communications Alliance Broadband Education Package at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)