

# Nehos Communications

## Critical Information Summary – Fibre Plans

### Information about the service

Nehos business Broadband Plans allow customers to access a high quality internet service and bundle together with our extensive range of business solutions which include voice, VPN and security solutions. Nehos broadband plans can be bundled with our feature rich Cloud PBX service or BYO PBX to connect to Nehos via private IP and have ability to send/receive voice traffic privately, access the public internet or both. (Utilising a mix of Copper, Fibre, Direct Ethernet or NBN) Nehos offers a range of Plans namely Business Fibre 100, 250, 500 and 1000.

All Fibre Plans plans include a Nehos edge router, included in the activation.

Nehos Acceptable Use Policy (<https://www.nehos.net/terms/acceptable-use-policy.php>) applies and Nehos may withdraw an included Value plan at any time on 30 days notice. Full terms and conditions for these and other services are available / published on web site <https://www.nehos.net/docs/Nehos-Communications-Terms-&-Conditions-of-Trade.pdf> & <https://www.nehos.net/docs/Nehos-Broadband-Services-Terms.pdf> or can be provided from the accounts or sales department.

The Monthly recurring Charge (MRC) applicable to your selected plan will:

- Cover the access costs and download / upload required by you within the limits of the available speed / subscription. All costs are applied each month, irrespective of whether the service is used in that month.

A summary of plan inclusions is set out in the table below (pricing stated GST inclusive).

Plan	Premium Support	Static IP	SLA Based	Quota
Business Fibre 100	Yes	Yes	Yes	Unlimited
Business Fibre 250	Yes	Yes	Yes	Unlimited
Business Fibre 500	Yes	Yes	Yes	Unlimited
Business Fibre 1000	Yes	Yes	Yes	Unlimited

Any service used in breach of Nehos Fair Use Policy is an Excluded Service. You must pay charges for all Excluded Services as set out in the included value plan or as otherwise indicated at a given time.

### Information about Pricing

Plan	Minimum Term	Monthly Cost	Activation / Install	Total Contract Cost
Business Fibre 100	24 months	\$POA	\$POA	\$POA
Business Fibre 250	24 months	\$POA	\$POA	\$POA
Business Fibre 500	24 months	\$POA	\$POA	\$POA
Business Fibre 1000	24 months	\$POA	\$POA	\$POA

If the service is terminated before the minimum notice period of one calendar month an early termination charge may apply, calculated as:

- (i) The monthly recurring charge x 1; and
- (ii) Any rebates, credits, refunds or discounts provided to you in respect of the service.

If the service is terminated before the contract period is completed an early termination charge or remaining period will apply, calculated as:

- (i) The monthly recurring charge x remaining period; and
- (ii) Any rebates, credits, refunds or discounts provided to you in respect of the service.

## **Other information**

You can obtain information regarding the data usage details for your service by logging into your user account on Nehos customer login portal <https://home.nehos.net/>

If you have a customer service issue, please contact our help desk. If you are not satisfied with our services, you have the right to make a complaint against us.

Information on our internal complaint process can be found here <https://www.nehos.net/terms/complaint.php>

If you wish to refer you're complaint to the TIO after exhausting the Nehos internal complaint process, you can do so by calling 1800 062 058 or by logging a complaint at [www.tio.com.au](http://www.tio.com.au)

## **Nehos Communications Contact Information**

Sales, Support and Accounts are available from 9am to 5pm, Monday to Friday EST, excluding national public holidays.

Telephone: 1300 726 889

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