

Critical Information Summary

NBN Internet — business broadband

Version dated 24 September 2026. All prices are in Australian dollars and include GST.

Provider

Siptalk Pty Ltd (ABN 34 618 990 622)

Service

A fixed-line broadband internet service for business delivered over the National Broadband Network (nbn®), with **unlimited data**, on one of the plans below. The plan sets the maximum download and upload speed of your connection.

Minimum periodic price

\$55.00 per month (NBN 25/10 plan).

Maximum periodic price

\$90.00 per month for the fastest plan, plus \$5.50 per month if you add a static IP address. No usage charges apply.

Minimum term

None. The service is month to month, charged daily for the days it is active.

Cancellation

You can cancel at any time with no cancellation fee. The service is billed daily, so billing stops on the day the service is cancelled or transfers to another provider. Any prepaid balance left when you close your account can be refunded to the bank account or card it was paid from, on request.

Important conditions

- This is a prepaid service: charges are taken from the balance you keep on your account. If the balance reaches zero the service stops working but stays active and keeps being charged for up to three months unless you top up or cancel it.
- Available only at addresses the nbn® network serves; the technology at your address (fibre, copper, HFC or fixed wireless) affects the speeds you can reach.
- No setup fee from us. Where nbn® charges a fee for your address — a New Development charge for a newly built premises, or a transfer fee for moving an existing connection — we pass it on at the amount nbn® charges us, and we tell you before you commit.
- You supply your own modem/router. We don't sell or supply one.
- Your connection shares a public IP address (CGNAT) unless you add a static IP.

- The service does not work during a power failure, and neither will phones that rely on it.
- Use is subject to our Fair Use Policy.

Plans and speeds

All plans include unlimited data. The *typical evening speed* is what you can expect between 7pm and 11pm, when the network is busiest; speeds outside those hours are usually higher. The speed you actually get also depends on the nbn® technology at your address — see below.

Plan	Speed tier (download/upload)	Typical evening speed	Price per month
NBN 25/10	25/10 Mbps	23 Mbps down / 9 Mbps up	\$55.00
NBN 50/20	50/20 Mbps	45 Mbps down / 18 Mbps up	\$75.00
NBN 100/20	100/20 Mbps	90 Mbps down / 18 Mbps up	\$85.00
NBN 100/40	100/40 Mbps	90 Mbps down / 36 Mbps up	\$90.00

Static IP address — \$5.50 per month, optional. These four plans are the only NBN plans we offer.

What affects your speed

- **Connection type.** On copper-based connections (FTTN, FTTB, FTTC) the maximum speed depends on the length and condition of the copper line to your premises, and may be below the plan's tier. If we find your line can't reach the tier you chose, we'll tell you and you can move to a lower plan without charge.
- **Fixed wireless** connections vary with signal and congestion.
- Wi-Fi, your router, the number of users and the sites you connect to all affect the speed you see on a device.

Early termination fees

None. There is no minimum term and no fee for cancelling. Billing is daily, so you pay only up to the day the service ends.

Equipment

No equipment is supplied or sold with this service; you bring your own modem/router. It needs to suit the nbn® technology at your address — for example a VDSL2 modem for FTTN or FTTB, or a router with a WAN Ethernet port for FTTP, HFC, FTTC and fixed wireless — and we'll tell you which applies when you order. Because the equipment is yours, there's nothing to return when you cancel.

Cancelling and your other services

If your Siptalk phone system or any other VoIP service runs over this connection, it stops working when the connection is cancelled until you connect it elsewhere. Cancelling this service does not cancel your phone system account; its charges continue until you cancel it separately.

Power failures and emergency calls

nbn® services do not work in a power failure. Any phone connected through this service, including one used to call **000**, will not work until power is restored unless you have battery backup for your equipment. Keep a mobile phone available for emergencies.

Usage information

Data is unlimited, so no usage charges apply and there is no cost per gigabyte. Your invoices and service details are available at any time in the customer portal at my.siptalk.com.au. Roaming does not apply to this service.

Paying for the service

Siptalk is a **prepaid** service. You add money to your account in advance and your charges are taken from that balance as they fall due: monthly charges when they are billed, and calls as you make them.

If your balance reaches zero, your services stop working straight away, but they stay on your account as active services and their monthly charges continue for up to three months, taking your balance below zero. If you don't top up within that time, the services are cancelled and billing stops; any amount owing at that point remains payable. To bring services back before then, top up enough to return the balance to credit. To avoid this, the customer portal can email you balance notifications on a regular schedule, and a *critical balance alert* emails you every day once your balance falls below a level you choose. An automatic card top-up keeps the balance in credit without you having to watch it.

You can add funds by either of these methods. Neither carries a surcharge. The minimum payment is \$5.

- **Direct bank deposit** to the account details shown in the customer portal and on your invoice, quoting your account number.
- **Credit card**, as a one-off payment or set up as an automatic top-up in the customer portal so your balance never runs out.

Because the service is prepaid, calls can only be made while the balance is in credit, so call charges can never take you further than zero. Monthly service charges are the exception: they continue for the three months described above, so cancel any services you no longer want rather than letting the balance run down.

Customer service

Support and account enquiries are handled in writing: email support@siptalk.com.au or send a message from your account in the customer portal at my.siptalk.com.au, where you can also manage your services, view usage and download invoices at any time. Our support team works 9am to 5pm AEST/AEDT, Monday to Friday. Our phone line, 13 82 55, is for sales enquiries.

Complaints

If you're unhappy with our service, tell us and we'll try to put it right. Make your complaint in writing to support@siptalk.com.au with "Complaint" in the subject line, describing what happened and what you'd like us to do. We will:

- acknowledge your complaint within **2 business days** and give you a reference;
- aim to resolve it within **10 business days**, and if it will take longer, tell you why and when to expect an answer;
- escalate it to a manager if you ask us to, or if it isn't resolved in that time.

Complaints are free to make. Urgent complaints — about financial hardship, a disconnection, or a service someone relies on for medical or safety reasons — are

handled within 2 business days. Our full Complaints Handling Policy explains the process in detail.

Telecommunications Industry Ombudsman

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent dispute resolution service for consumers and small businesses.

- Phone: 1800 062 058
- Online: www.tio.com.au

Interpreter service

If you need help to read or write to us in English, the Translating and Interpreting Service (TIS National) on **131 450** can assist, in more than 150 languages.

- 131 450 (TIS National) 131 450.
- إذا كنت بحاجة إلى مترجم، اتصل بخدمة الترجمة التحريرية والشفوية (TIS National) على الرقم 131 450.
- Nếu quý vị cần thông dịch viên, hãy gọi Dịch vụ Thông Phiên dịch (TIS National) số 131 450.
- Αν χρειάζεστε διερμηνέα, καλέστε την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS National) στο 131 450.
- Se hai bisogno di un interprete, chiama il Servizio di Traduzione e Interpretariato (TIS National) al 131 450.
- 131 450 (TIS National) 131 450

National Relay Service

If you are deaf, hard of hearing or have a speech impairment, the National Relay Service can relay for you: call **1300 555 727** (Speak and Listen), TTY **133 677**, or visit accesshub.gov.au. Because we handle support by email, most customers find writing to support@siptalk.com.au directly is simplest.

Other documents

This summary should be read with our Terms and Conditions, Fair Use Policy, Refund Policy and Privacy Policy. Full current pricing is at siptalk.com.au/pricing/rates/.

Concessions and financial hardship

We don't offer concession pricing. If you're having trouble paying, you have a right to apply for financial hardship assistance, which is free — options include deferring payment, a payment plan, reducing a debt, or moving to a cheaper plan. See our Financial Hardship Policy or email support@siptalk.com.au.