

CRITICAL INFORMATION SUMMARY

BUZZ BUSINESS NBN

Information about the Service Buzz Business NBN is a fully managed business internet solution. This internet service can only be delivered to premises that are available for connection to the NBN.

This service supports a range of over the top services that are available from The Glue and other service providers including Business IP Telephony, these are available at an additional cost.

Minimum Term The minimum term is 1 month.

Minimum Monthly Cost (ex GST) \$130 per month (excluding setup charges and options)

Inclusions

Data	Unlimited (Fair Use Policy Applies)
Maximum Speed	Limited by NBN Technology at the connection location. Final Speed to be confirmed on processing of application.
Modem	None

Pricing (ex GST)

Setup Fee	\$350 once off
Monthly Service Charge	\$130 per month
Termination Charge	\$0. Service will continue billing until the end of the calendar month following notice of termination.

Options

Additonal Static IP	\$5 per month
Bronze Support Pack	NBN SAG (Best Effort) 12 hour eSLA
Silver Support Pack	NBN SAG (99% Uptime) 8 hour eSLA
Gold Support Pack	NBN SAG (99.95% Uptime) 4 hour eSLA

Supported Modems

The Glue can supply a quote for an NBN Supported Modem on Request.

Fair Use Policy

All plans are subject to the Fair Use Policy (FUP) found in the terms and conditions listed at www.theglue.com.au/buzzterms

Usage

You can monitor your usage at <https://buzz.theglue.com.au/>. Alternatively, you can also monitor your usage by calling us on 1300 088 777.

Support

Our customer service team is available M-F 9am-5pm excluding NSW Public Holidays. Please email support@theglue.com.au or call 1300 088 777.

Asia Pacific
19 David Avenue
North Ryde NSW 2113
Australia
+61 2 9157 4555

Europe
Kiraly utca 26
Budapest 1061
Hungary
+36 1 955 5888



We're The Glue Pty Ltd
ABN 14 612 411 668 | ACN 612 411 668
sales@theglue.com.au | www.theglue.com.au

BUZZBIZNBN-20210617-1

Complaints

Any complaints can be submitted to our customer service manager. If you have exhausted all avenues with The Glue's management and are still not satisfied, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or www.tio.com.au.

This CIS is a summary only. Please contact The Glue for further information or visit our website www.theglue.com.au/buzzterms for full Terms and Conditions.

This summary is valid as of June 2021.

Asia Pacific
19 David Avenue
North Ryde NSW 2113
Australia
+61 2 9157 4555

Europe
Király utca 26
Budapest 1061
Hungary
+36 1 955 5888



**A family
owned
Australian
business**

We're The Glue Pty Ltd
ABN 14 612 411 668 | ACN 612 411 668
sales@theglue.com.au | www.theglue.com.au

BUZZBIZNBN-20210617-1