Critical Information Summary

Business NBN 500/50 Mbps + 5 Microsoft 365 email (Exchange Online) mailboxes

NET2000 Pty Ltd
ABN 51 073 565 447
Version 1.0 · Effective 3 November 2026

Key information about this offer

Service	A business bundle on one bill: (1) Business NBN broadband, speed tier 500/50 Mbps with a **static IP address** (unlimited data, subject to our Fair Use Policy); and (2) 5 **Microsoft 365 email (Exchange Online)** mailboxes (Exchange Online Plan 1; Plan 2 if you upgrade a mailbox to 100 GB, at the price we quote before the upgrade). **Email only**: no Microsoft Office apps. No web hosting, phone or VoIP service.
Minimum monthly charge	**$210** per month (incl. GST)
Minimum total cost	**$5,139** over 24 months (24 × $210 + $99 setup); $5,619 with the hosting option
Maximum monthly charge	$230 per month with the optional web hosting with cPanel (+$20), plus $20 per month for each extra mailbox and any Plan 2 upgrade you choose.
Minimum term	**24 months**, starting on your activation date. After that, month to month with no early termination charge.
Early termination	If you cancel within the 24-month term, an early termination charge applies: monthly charge × remaining months of the term, pro-rated for part months. Maximum: $210 × 24 = $5,040. Example: $210/month with 6 months left = $1,260. Any unpaid charges for services already provided also remain payable.
Important conditions	For business use. NBN part needs FTTP or HFC; speed not guaranteed. Microsoft 365 email is also subject to Microsoft's terms. You need your own domain name; we'll tell you about any domain charge before it applies. Priority fault response; no separate service level agreement. NBN Co charges, such as new development fees, are passed on at cost; we'll tell you before they apply.

Speed

500/50 Mbps is the NBN speed tier: the maximum possible speed, generally available in off-peak periods. It is not a guaranteed speed.

Typical busy-period speed (7pm–11pm): 425 Mbps download / 42 Mbps upload.

Suits an office using cloud apps, video meetings, file transfers and VoIP at the same time.

Wi-Fi range and interference, older devices or routers, in-home cabling and many devices in use can reduce speed. A central router, cabled devices and newer equipment help.

Availability & technical limitations

- 500/50 Mbps needs an NBN **Fibre to the Premises (FTTP)** or **HFC** connection. Not available on FTTN, FTTB, FTTC, Fixed Wireless or Satellite; we check your address first.
- In most cases NBN services **will not work during a power failure**. Keep a charged mobile phone for emergencies.
- **Medical or security alarms:** check with your alarm provider that it works on the NBN (and alternatives) before signing up. Register medical alarms on NBN Co's Medical Alarm Register (nbn.com.au).

Equipment

No modem/router is included. Bring your own NBN-compatible router, or buy one from us (optional): **MikroTik 5-port router with Wi-Fi, $299** one-off (incl. GST). Warranty: 12 months through NET2000 (or the manufacturer's warranty period if shorter), or directly with the manufacturer for its warranty period, if any.

Pricing

Item	Charge
Business NBN 500/50 + 5 Microsoft 365 email mailboxes	**$210** per month
Additional mailboxes	+$20 per month each
Optional: web hosting with cPanel	+$20 per month (total $230)
Setup fee	$99 one-off
Modem / router	Not included. Optional MikroTik 5-port Wi-Fi router: $299 one-off
Other charges	NBN Co charges passed on at cost. We'll tell you about any other charge before it applies.
Minimum total cost	**$5,139** = 24 × $210 + $99 setup. With hosting option: 24 × $230 + $99 = **$5,619**. Excludes the optional router.

If you change or cancel part of the bundle

If you cancel part of a bundle, we'll confirm the price of your remaining services before the change. Website files, email and backups are kept for 30 days after a service ends, then deleted.

Data & usage

Unlimited data, not shaped, subject to our Fair Use Policy. No excess charges; we never slow your service for using data. For typical day-to-day Australian business use, not hosting servers or data use well beyond reasonable use. Policy: net2000.com.au/fair-use-policy.html. For your usage information, contact us on (03) 9738 0005 or support@net2000.com.au.

Billing & payments

Billed monthly in advance from your activation date. Pay by credit card, internet banking (EFT) or PayID: all fee-free, no card surcharge. No late payment fee. Bills are emailed; paper bills are free on request.

Other information

- Full terms: our Terms and Conditions (Standard Form of Agreement). This CIS is a summary only. See also our Fair Use Policy, Acceptable Use Policy, Payment Assistance Policy and Privacy Policy.
- You must be 18 or over to sign up.
- Cooling-off: 5 business days after you sign up, for any sale; 10 business days where the law requires it (for example, unsolicited sales).
- Your price is locked for the 24-month term. If we make a change that is materially detrimental to you, you can leave within 30 days without an early termination charge.
- Upgrades to a higher plan are free and don't restart your term.

Customer service

(03) 9738 0005 (Mon–Fri, 9am–4pm)
Sales: sales@net2000.com.au · Support: support@net2000.com.au
PO Box 2210, Bayswater VIC 3153 · net2000.com.au

National Relay Service: accesshub.gov.au/about-the-nrs, then ask for (03) 9738 0005.
Interpreter (TIS National) 131 450 · 需要口译员？请致电 131 450 · Cần thông dịch viên? Gọi 131 450 · Serve un interprete? Chiama il 131 450 · Χρειάζεστε διερμηνέα; Καλέστε 131 450 · هل تحتاج إلى مترجم؟ اتصل بالرقم 131 450

Complaints

Please contact us first: phone or email support@. We acknowledge phone complaints straight away and others within 2 working days, give you a reference number, and aim to resolve within 15 working days. Our Complaint Handling Process and Payment Assistance Policy are at net2000.com.au/cis.html.

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with how we handled your complaint, you can contact the TIO. It is **free** and independent.
Phone **1800 062 058** · tio.com.au