

Information About This Service

Offer Description	An nbn [®] TC-4 (Traffic Class 4) service is a broadband internet service delivered over the nbn [®] network and designed for general data use such as web access, email, cloud applications, and file transfer. It is provided on a best-effort basis, meaning bandwidth is shared with other users and performance may vary during busy periods, and it does not include committed throughput, latency guarantees, or prioritisation suitable for real-time or mission-critical applications.
Hardware	No hardware is included by default; however, customers can request a compatible router from us if required, which is available for purchase.
Standard Installation Requirements	Installation of an nbn [®] TC-4 service requires nbn-supplied network equipment at the premises where not already present, access to the installation area during standard installation hours, a suitable power point for nbn equipment, and a compatible customer-supplied router connected at the network boundary point. For more information, please speak to our customer service team on 1300 00 NEXT (1300 006 398).
Exclusions and Limitations	nbn [®] TC-4 services are provided on a best-effort basis and do not include guaranteed speeds, committed bandwidth, or performance SLAs, with performance potentially affected during busy periods. The service does not include priority traffic treatment, may be impacted by power outages, requires customer-supplied compatible equipment, and is not suitable for applications requiring low latency or guaranteed quality such as real-time voice without additional configuration or services.

Pricing Example

Plan	nbn [™] TC4 - 100/40 Mbps on-net with Service Essentials eSLA 12h24x7
Minimum Term	12 months
Plan Pricing	\$99 per month
Minimum Cost	\$1,188
More Information	For full details of available packages, pricing, and inclusions, contact our sales team on 1300 722 320.

Early Termination Fee

No Early Termination Fees apply to this service, however if the service is cancelled, disconnected, or ported to another provider, an administrative fee of \$50 will apply. Any applicable hardware, setup, or installation discounts may also become payable if the service is terminated early.

For full terms & conditions go to [Next Telecom Terms & Conditions](#)

Other Costs

Other costs may apply in addition to the monthly service fee, including charges for non-standard or subsequent installations, new development fees imposed by nbn where applicable, relocation or service change fees, and optional add-ons such as static IP addresses, managed routers, or backup services if selected. Customers are also responsible for any internal cabling or on-site equipment required beyond the nbn network boundary point.

Contact Information

Service Area	Phone	Email
Sales	1300 722 320	sales@nexttelecom.com.au
Support	1300 006 398	support@nexttelecom.com.au
Self Service Portal	https://portal.nexttelecom.com.au/portal/	

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

If you have a complaint that we cannot resolve, you can contact the **Telecommunications Industry Ombudsman (TIO)**.

- Phone: 1800 062 058
- Website: <https://www.tio.com.au>
- Cost: Free for consumers and small businesses