

Fibre Plans – Critical Information Summary

Information about the Service:

UnifiedNet™ Fibre service is a high-speed business internet with symmetrical speeds of up to 10Gbps delivered over Fibre technology to your premises.

Minimum Term:

UnifiedNet™ Fibre is supplied on either 24 months or 36 months contract term.

UnifiedNet™ Fibre Includes:

- Unlimited monthly data allowances. Our Acceptable Usage Policy applies
- Static IP included
- \$0 Onsite-Install Fee on 36 months contract term. Onsite-Install Fee applies on 24 months contract term
- Router Options: Bring your own compatible Network Router or get UnifiedNet™ Managed Router. Additional Monthly Fee applies for Managed Router option
- All rates are inclusive of GST

Fibre Availability:

UnifiedNet™ Fibre is available at selected Fibre-lit buildings and subject to infrastructure availability at customer's premises.

Please check availability online www.unifiednet.com.au or by calling 1300 130 111 or by emailing us your service address to sales@unifiednet.com.au.

Customer's Equipment and Cabling Requirements:

- Customer's equipment and internal cabling may be required from the network boundary to the MDF (Main Distribution Frame) and from the MDF to the UnifiedNet™ NTU (Network Termination Unit) or Modem
- Customer require a compatible router/firewall on their premises or get UnifiedNet™ Managed Router option
- Additional Fibre build charges and technician visit may apply. These additional fees are not known until after the technician visit

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Information about Pricing:

Fibre Plans:

Service Plan	Bandwidth	Monthly Plan Fee (Inc GST)	Contract Term Months	Install Fee (Inc GST)	Total Minimum Cost
Fibre On-Net	10Mbps/10Mbps	\$346.50	24	\$2,200.00	\$10,516.00
Fibre On-Net	10Mbps/10Mbps	\$346.50	36	\$0.00	\$12,474.00
Fibre On-Net	20Mbps/20Mbps	\$429.00	24	\$2,200.00	\$12,496.00
Fibre On-Net	20Mbps/20Mbps	\$429.00	36	\$0.00	\$15,444.00
Fibre On-Net	100Mbps/100Mbps	\$654.50	24	\$2,200.00	\$17,908.00
Fibre On-Net	100Mbps/100Mbps	\$654.50	36	\$0.00	\$23,562.00
Fibre Off-Net	100Mbps/100Mbps	\$1,705.00	24	\$3,025.00	\$43,945.00
Fibre Off-Net	100Mbps/100Mbps	\$1,094.50	36	\$0.00	\$39,402.00

Early Termination Fees:

The Early Termination Fees (ETF) applies and are calculated by monthly access fee multiplied by the number of months remaining on the contract term.

Order Withdrawal Fees:

Order withdrawal fee of \$4,950 (Inc GST) applies to the customer in the event if the order is withdrawn by the customer after the order submission.

Usage Information:

If you need to obtain your usage information, please contact UnifiedNet™ Customer Care on the details below.

UnifiedNet™ Customer Care:

Online: www.unifiednet.com.au/contact/support

Phone: 1300 130 111

Email: support@unifiednet.com.au

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Complaints Handling:

If you have a dispute with and wish to make a complaint, please use the contact details below to contact our Compliance Manager.

Attention: Compliance Manager

Email: compliance@unifiednet.com.au

Mail: PO Box A2233 Sydney South NSW 1235

Further Options:

If you are not satisfied with our handling of your complaint and you have escalated this within UnifiedNet™, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (Telephone: 1800 062 058).