

## Premium Ethernet (MBE) Plans – Critical Information Summary

### Information about the Service:

UnifiedNet™ Premium Ethernet (MBE) service is a broadband internet service provisioned over multiple copper pairs to your premises, capable of delivering up to 40Mbps symmetrical speed with no contention.

### Minimum Term:

UnifiedNet™ Premium Ethernet (MBE) is supplied on either 24 months or 36 months contract term.

### UnifiedNet™ Premium Ethernet (MBE) 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

### Premium Ethernet (MBE) Availability:

UnifiedNet™ Premium Ethernet (MBE) is available at enabled exchange areas and subject to infrastructure availability at customer's premises.

Please check availability online [www.unifiednet.com.au](http://www.unifiednet.com.au) or by calling 1300 130 111 or by emailing us your service address to [sales@unifiednet.com.au](mailto: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

### Premium Ethernet (MBE) Speed:

Premium Ethernet (MBE) speeds vary up to 40Mbps based on a range of factors including connection, distance from the exchange, quality of the copper, electrical interference, customer building and internal cabling, RIM or pair gain systems.

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### Information about Pricing:

#### Premium Ethernet (MBE) Plans:

Service Plan	Bandwidth	Monthly Plan Fee (Inc GST)	Contract Term Months	Install Fee (Inc GST)	Total Minimum Cost
MBE 10/10Mbps	Up to 10Mbps symmetrical speed (2Mbps - 10Mbps)	\$346.50	24	\$1,100.00	\$9,416.00
MBE 10/10Mbps	Up to 10Mbps symmetrical speed (2Mbps - 10Mbps)	\$346.50	36	\$0.00	\$12,474.00
MBE 20/20Mbps	Up to 20Mbps symmetrical speed (12Mbps - 20Mbps)	\$429.00	24	\$1,100.00	\$11,396.00
MBE 20/20Mbps	Up to 20Mbps symmetrical speed (12Mbps - 20Mbps)	\$429.00	36	\$0.00	\$15,444.00
MBE 40/40Mbps	Up to 40Mbps symmetrical speed (22Mbps - 40Mbps)	\$643.50	24	\$1,100.00	\$16,544.00
MBE 40/40Mbps	Up to 40Mbps symmetrical speed (22Mbps - 40Mbps)	\$643.50	36	\$0.00	\$23,166.00

### 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.

### 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](http://www.unifiednet.com.au/contact/support)

**Phone:** 1300 130 111

**Email:** [support@unifiednet.com.au](mailto:support@unifiednet.com.au)

### 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](mailto:compliance@unifiednet.com.au)

**Mail:** PO Box A2233 Sydney South NSW 1235

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### **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).