

## Standard Ethernet (EFM) Plans – Critical Information Summary

### Information about the Service:

UnifiedNet™ Standard Ethernet is a low cost leased line technology with huge cost savings over traditional fibre leased lines, bringing mission critical connectivity within the reach of small business. Standard Ethernet (EFM) provides symmetrical bandwidth at speeds of up to 20Mbps with no contention.

### Minimum Term:

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

### UnifiedNet™ Standard Ethernet (EFM) 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

### Standard Ethernet (EFM) Availability:

UnifiedNet™ Standard Ethernet (EFM) 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

### Standard Ethernet (EFM) Speed:

Standard Ethernet (EFM) speeds vary up to 20Mbps 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:

#### Standard Ethernet (EFM) Plans:

Service Plan	Bandwidth	Monthly Plan Fee (Inc GST)	Contract Term Months	Install Fee (Inc GST)	Total Minimum Cost
EFM 10/10Mbps	Up to 10Mbps (4 wire) symmetrical speed Internet	\$217.80	24	\$1,100.00	\$6,327.20
EFM 10/10Mbps	Up to 10Mbps (4 wire) symmetrical speed Internet	\$217.80	36	\$0.00	\$7,840.80
EFM 20/20Mbps	Up to 20Mbps (8 wire) symmetrical speed Internet	\$327.80	24	\$1,100.00	\$8,967.20
EFM 20/20Mbps	Up to 20Mbps (8 wire) symmetrical speed Internet	\$327.80	36	\$0.00	\$11,800.80

### 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

### 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).