

## Fast Fibre Plans – Critical Information Summary

### Information about the Service:

UnifiedNet™ Fast Fibre service is a high-speed business internet with symmetrical speeds of up to 1000Mbps delivered over Fast Fibre technology to your premises.

### Minimum Term:

UnifiedNet™ Fast Fibre is supplied on either 24, 36 or 48 month contract terms.

### UnifiedNet™ Fast Fibre Includes:

- Unlimited monthly data allowances. Our Acceptable Usage Policy applies
- Static IP included
- \$0 Onsite-Install Fee available on 24, 36 or 48 month contract terms. Onsite-Install Fee may apply on 24 and 36 months contract term. Please refer to the Install Fee section of the Pricing table
- 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

### Fast Fibre Availability:

UnifiedNet™ Fast Fibre is available at selected On-Net Fast Fibre-lit buildings 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
- 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:

#### Fast Fibre Plans:

Service Plan	Bandwidth	Monthly Plan Fee (Inc GST)	Contract Term Months	Install Fee (Inc GST)	Total Minimum Cost
Fast Fibre 400Mbps	400Mbps/400Mbps	\$572.00	24	\$2,200.00	\$15,928.00
Fast Fibre 400Mbps	400Mbps/400Mbps	\$715.00	24	\$1,100.00	\$18,260.00
Fast Fibre 400Mbps	400Mbps/400Mbps	\$858.00	24	\$0.00	\$20,592.00
Fast Fibre 400Mbps	400Mbps/400Mbps	\$429.00	36	\$2,200.00	\$17,644.00
Fast Fibre 400Mbps	400Mbps/400Mbps	\$588.50	36	\$1,100.00	\$22,286.00
Fast Fibre 400Mbps	400Mbps/400Mbps	\$742.50	36	\$0.00	\$26,730.00
Fast Fibre 1000Mbps	1000Mbps/1000Mbps	\$764.50	36	\$2,200.00	\$29,722.00
Fast Fibre 1000Mbps	1000Mbps/1000Mbps	\$874.50	36	\$1,100.00	\$32,582.00
Fast Fibre 1000Mbps	1000Mbps/1000Mbps	\$1,072.50	36	\$0.00	\$38,610.00
Fast Fibre 1000Mbps	1000Mbps/1000Mbps	\$764.50	48	\$0.00	\$36,696.00

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

Phone: 1300 130 111

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