

Fast Fibre™ – Critical Information Summary

Fast Fibre™ Plans (All prices are GST exclusive):

Fast Fibre™ Plan	Bandwidth (Symmetrical)	Monthly Data Allowance	Monthly Cost	Contract Term (Months)	Total Minimum Cost
Fast Fibre™ 250	250Mbps	UNLIMITED	\$365	36	\$13,140
Fast Fibre™ 400	400Mbps	UNLIMITED	\$395	36	\$14,220
Fast Fibre™ 500	500Mbps	UNLIMITED	\$545	36	\$21,420*
Fast Fibre™ 1000	1000Mbps	UNLIMITED	\$695	36	\$25,020
Fast Fibre™ 10000	10Gbps	UNLIMITED	\$3,995	36	\$143,820
Fast Fibre™ 10000	10Gbps	UNLIMITED	\$3,295	48	\$158,160

*Total Minimum Cost for Fast Fibre™ 500 includes \$1,800 Installation Fees. \$0 Install fees apply on 48 Months Term.

Information about the Service:

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

Minimum Term:

UnifiedNet Fast Fibre™ is supplied on either 36, 48, or 60 month contract terms.

Fast Fibre™ Includes:

- Unlimited Monthly Data Allowances. Our Acceptable Usage Policy applies
- Static IP included
- 1:1 Contention ratio
- \$0 standard install fee applies on 36 Months contract terms for Fast Fibre™ 250, 400 and 1000
- \$0 standard install fee applies on 48 Months contract terms for Fast Fibre™ 500
- Bring your own compatible Network Router or get UnifiedNet™ Managed Router
- All prices mentioned are exclusive of GST and based on Metro CBD Route RT-1

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Fast Fibre™ Availability:

Fast Fibre™ is available at selected On-Net Fast Fibre-lit buildings and is subject to infrastructure availability at the customer's premises.

Please check availability by calling us on 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 NBN™ NTD (Network Terminating Device) or Modem
- Additional Fibre build charges and technician visits may apply. These additional fees are not known until after the technician's visit.

Hardware/Device Requirements:

You may use your own router provided it is compatible with our service. Alternatively, you may purchase a UnifiedNet Managed Router/Firewall.

UnifiedNet will provide a Network Terminating Device (NTD) used to facilitate connection to the network.

Managed Router/Firewall Monthly Cost (All prices are GST exclusive):

Managed Router/Firewall is an optional add-on across all Fast Fibre™ plans. With a UnifiedNet Managed Router, we can proactively monitor and manage your network allowing us to provide a seamless internet experience.

Managed Router/Firewall	Ubiquiti UDM Pro	Sophos XGS 87W	Cisco Meraki MX64W	Sophos XGS 116W	Cisco Meraki MX68W	Sophos XGS 136W	Cisco Meraki MX85
Monthly Charge	POA	POA	POA	POA	POA	POA	POA
Device Info/Specs	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here	Click Here
Contract Term	POA	POA	POA	POA	POA	POA	POA
Professional Install Fee	POA	POA	POA	POA	POA	POA	POA

Order Withdrawal Fees:

An order withdrawal fee of \$4,500 applies if the customer withdraws the order after the contract has been signed and submitted by the customer.

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Early Termination Fees:

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

Billing Charges:

- **Direct Debit:** No payment processing fees.
- **Credit Card Payment Surcharge:** A 1.5% surcharge of the total invoice applies if you choose to pay by credit card.
- **Non-Direct Debit Fee:** \$5.50 non-direct debit fee will be charged each month if you choose not to pay your bill by Direct Debit. This fee will be added onto the next invoice.

Customer Support:

We have an all-Australian-based Customer Support Team who can help you with any Technical Support, Account, Sales, or Other enquiries. 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

Our support hours are standard business hours Monday to Friday 8:30 am – 5:30 pm excluding public holidays.

Complaints Handling:

If you have a dispute 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

Phone: 1300 130 111

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with our handling of your complaint and you have escalated this to UnifiedNet Compliance Manager, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.