

Telstra Fibre – Critical Information Summary

Telstra Fibre Plans (All prices are GST exclusive):

Fibre Plan	Bandwidth (Symmetrical)	Monthly Data Allowance	Monthly Cost	Contract Term (Months)	Total Minimum Cost
Telstra Fibre 100	100Mbps	UNLIMITED	\$399	36	\$14,364
			\$359	60	\$21,540
Telstra Fibre 200	200Mbps	UNLIMITED	\$469	36	\$16,884
			\$419	60	\$25,140
Telstra Fibre 500	500Mbps	UNLIMITED	\$699	36	\$25,164
			\$629	60	\$37,740
Telstra Fibre 1000	1000Mbps	UNLIMITED	\$999	36	\$35,964
			\$899	60	\$53,940

Information about the Service:

Telstra Fibre service is a high-speed business internet with symmetrical speeds of up to 1000Mbps delivered over Telstra’s Fibre Network Coverage Area.

Minimum Term:

Telstra Fibre is supplied on either a 36 or 60 month contract terms.

Telstra Fibre Includes:

- Unlimited Monthly Data Allowances. Our Acceptable Usage Policy applies
- Static IP included
- 1:1 Contention ratio - Symmetrical un-contended Access
- \$0 standard install fee applies on both 36 and 60 Months contract terms
- Telstra Business SLA: 7 am to 9 pm Monday to Saturday with 2 hours response and 12 hours restore (Standard Default)
- 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

Telstra Fibre Availability:

Telstra Fibre is available at over 27,000+ multi-tenanted business sites, delivering internet to standalone locations, on a site-by-site basis.

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

Telstra Fibre – Critical Information Summary

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 Telstra 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

Telstra Fibre – Critical Information Summary

Fee For Service:

In certain circumstances, there may be a need for additional installation work to deliver the Telstra Fibre service. These costs will be identified and presented to the customer for their approval. These costs are referred to as Fee for Service, or FFS.

FFS may be applicable for the following additional services as determined by UnifiedNet on a case-by-case basis:

- Installation such as altering cabling or equipment,
- Maintenance work which is outside UnifiedNet service assurance commitments,
- Repair work (including wiring beyond the first socket and the installation of additional sockets where the installation is neither standard nor non-standard),
- Consultancy for addition, removal, or alteration in the network or network design,
- Equipment configuration file changes (other than complex equipment configuration file changes),
- After sales support for any kind of outages

Feasibility Study Charge:

Where Customer requests a feasibility study (or UnifiedNet requires one to be done), Customer must pay the applicable Feasibility Study Charge of \$1,500 plus a “Fee-For-Service” for any extra reasonable costs UnifiedNet incurs.

UnifiedNet will refund the Feasibility Study Charge where:

- a) Customer proceeds to order the service within the validity period of the study; or
- b) UnifiedNet does not notify the Customer of the results of the study but completes the provisioning of the service.

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.

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.

Telstra Fibre – Critical Information Summary

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.