

# Critical Information Summary Aussie Fibre

(12, 24 or 36 month term)

**Service to be provided:** This service delivers fast, reliable and scalable connectivity on our own Aussie Broadband high-speed fibre network.

Data Allowance	250	500	1000	2000	5000	10000
Unlimited Minimum Monthly Charge (ex GST)	\$299	\$499	\$599	\$899	\$1,299	\$2,199
Unlimited Maximum Monthly Charge (ex GST)	\$299	\$499	\$599	\$899	\$1,299	\$2,199
Typical Business <b>Download</b> Speeds (9am - 5pm)	1:1 contention ratio					
Typical Business <b>Upload</b> Speeds (9am - 5pm)	1:1 contention ratio					
Early Termination Charge (ex GST)	Amount of months left in contract x monthly charge					
Downgrade Fee	Price difference between old plan and new plan x remaining months					
Minimum Term (Months)	12, 24 or 36 months					

The maximum monthly charge does not include the set up fees as they vary.

## Information about the service

### What is the service?

This service delivers fast, reliable and scalable connectivity on our own Aussie Broadband highspeed fibre network. Aussie Fibre enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7. Availability will depend on location.

### Where is it available?

Available as an upgrade to businesses within Aussie Broadband's Aussie Fibre footprint, your business can access full end-to-end fibre installed from the data centre back to your site with Aussie Broadband's Aussie Fibre. However, a fibre build contribution may be applicable. Fixed Wireless and Satellite customers may be able to access this service following a manual service qualification check, call our Aussie Fibre Team for more information.

### What do I need to access the service?

Regardless of the technology type you currently have in place, we will need to install a Network Termination Unit (NTU). You will also need an Ethernet WAN-capable router (see "equipment fees" on next page). Where applicable, we will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be available for this appointment.

### Minimum term of the service

This service is over a 12, 24 or 36 month term.

### What is included?

Features of this service include:

- 1:1 Contention Ratio
- 99.95% service uptime
- No excess usage
- Static IP
- SLA: 24/7 (Gold Support Pack)

### Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your business phone lines or any of our bolt-on features like 4G backup, additional IP addresses, and monthly-charged enterprise grade router options (see equipment fees on next page).

### Qualifications

To obtain a service from us you must agree to our business terms and conditions available at <https://www.aussiebroadband.com.au/AussieBroadband-BusinessSFOA.pdf>

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [aussiebroadband.com.au/legal](https://aussiebroadband.com.au/legal).



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## Information about pricing

### Excess usage

There are no excess usage charges.

### Set-up fee

The set-up fees are \$5,000 for a 12 month contract, \$2,500 for a 24 month contract and \$0 for a 36 month contract. Also, a fibre build contribution may be applicable.

### Fibre build contribution

If a fibre build contribution is applicable this can be advised by Aussie Broadband before placing your order, or during the planning phase of the order.

### Equipment fees

You may provide your own modem/router or lease an enterprise grade modem/router from Aussie Broadband. Cost would depend on the modem/ router option you chose: Postage costs will be \$25 per courier delivery. (inc GST). Hardware remains the property of Aussie Broadband. Other hardware is available including standard grade modem/routers, switches, and access points. Call our Enterprise Team for more information.

If you choose to provide your own hardware, our enterprise support team will assist you where appropriate, however the demarcation point for Aussie Fibre services is the Network Termination Unit.

### Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

### Service relocations:

- Service will need to be available at the new location.
- Early termination fee will be applied unless a new contract is signed for new location.
- Customer is liable for all set-up costs and fibre build contribution at new location - Call us to discuss options.

### Exit fee

If in contract, exit fee will be number of months left x monthly charge.

### Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order: Planning phase \$750; Design Phase \$2,050; Build/ Predelivery phase \$15,000 (ex GST).

### Downgrade fees

Modification charges apply where a plan is revised to a lower plan. The charge is calculated as follows:  
Reduction in monthly recurring cost x Remaining contract term.

*Example:*

*A customer is on a 36-month contract term, the current plan is 500M which costs \$499.00 ex. GST per month. The customer is 3 months into their contract term and has asked for a plan reduction to 250M, this plan costs \$299.00 ex. GST per month. The downgrade fee will be \$6,600.00 ex. GST once off to enable plan change. Fees do not apply for a higher bandwidth profile modification.*

## Other information

### Usage

You can check your usage via the online business portal.

### Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 161 625 for 24hr support or lodge a fault via the online business portal.

### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

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