

## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**BusinessCom Business Fibre** provides symmetrical high speed internet access over optical fibre cabling, and comes with a static IP address and unlimited data allowance each month. There are no peak and off peak restrictions, and no excess usage charges. Our Acceptable Usage Policy applies.

#### HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. You will require a compatible router and/or firewall at your premises. Please contact our Customer Service Team for further information.

#### SERVICE AVAILABILITY

Business Fibre may not be available in all areas and some premises due to technical or commercial reasons. Some services are limited to selected fibre-lit buildings. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on **1300 000 300**.

#### MINIMUM TERM

Minimum term is 36 months.

#### CONNECTION CHARGES

Business Fibre: the service includes installation with up to 10 metres of cabling from the MDF to the communications equipment. Additional charges apply for installations requiring more than 10 metres of cabling. You will be supplied with a quote following the initial site audit if there are any additional charges. Non-standard installation and installation outside of business hours will incur an additional cost.

Fibre 400 and Enterprise 500: there is an installation cost of \$990 per service on the 36 month term. Non-standard installation and installation outside of business hours will incur an additional cost.

#### ETHERNET SPEEDS

Actual speeds you experience depend on a number of factors, including your equipment, the number of end-users, the source of the data and applications in use. Download speeds on devices connected via a WiFi modem or network extender may be slower than on devices connected by a fixed ethernet cable.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

ETHERNET FIBRE	FIBRE 400	ENTERPRISE 500	FIBRE 50
ACCESS FEE	\$499 per Month	\$599 per Month	\$549 per Month
INCLUDED DATA	Unlimited	Unlimited	Unlimited
UPLOAD SPEED	Up to 400Mbps	500 Mbps	50 Mbps
DOWNLOAD SPEED	Up to 400Mbps	500 Mbps	50 Mbps
TERM	36 Months	36 Months	36 Months
INSTALLATION	\$990	\$990	\$0

#### TELSTRA ZONE PRICING

Telstra Business Fibre is available across 3 zones: CBD, Zone 1 and Zone 2. Zones are geographical areas as specified by Telstra. Advertised pricing is based on the CBD Zone. Additional monthly charges may apply to services in Zone 1 and Zone 2. Please contact our Customer Care Team on **1300 000 300** for further information and to confirm the Zone location of your premises.

#### MINIMUM TOTAL COST

Minimum total cost over 36 months:  
Fibre 400 - \$18,954; Enterprise 500 - \$22,554; Fibre 50 - \$19,764.

#### WITHDRAWAL CHARGES

If you choose not to proceed with an order prior to the service installation being completed, the following charges will apply: once order is accepted, but prior to commencing build of the service - \$440; once the service build has commenced - \$4,400. Once the service installation has been completed, the full Early Termination Fee (ETF) will apply.

#### RELOCATION CHARGES

If the service is moved to another address before the end of the initial contract term then a relocation fee applies, plus the renewal of the original contract term. For services with speeds under 100Mbps the relocation fee is \$2,750 and for services with speeds above 100Mbps the relocation fee is \$4,400.

#### EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.businesscom.com.au](http://www.businesscom.com.au)

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

#### BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

#### PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

#### CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.businesscom.com.au/complimentsandcomplaints](http://www.businesscom.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.