

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

BusinessCom SHDSL Ethernet Broadband provides symmetrical high speed internet access over existing copper infrastructure, and comes with a static IP address and a monthly included data allowance. There are two types of services available: EFM (Ethernet First Mile) delivered via the TPG network and MBE (Mid Band Ethernet) delivered via the AAPT network. Both types of services require the necessary available copper wiring in order to be connected.

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. The monthly access fee does not include the cost of the router. Please call our Customer Service Team for more information.

SERVICE AVAILABILITY

The service may not be available in all areas and some premises due to technical or commercial reasons. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange, and the quality of the existing copper pairs that the service runs over. You need available copper lines in order to connect the service, and the lines must not be in use as a PSTN telephone service. Your address must be pre-qualified before a formal quotation can be provided. To check availability please call us on **1300 000 300**.

IMPORTANT CONDITIONS REGARDING SPEED

Actual speeds you receive are dependant upon a number of factors such as distance from the exchange, the network connectivity to the exchange, your equipment and internal wiring. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. EFM10 is a best effort service with speeds up to 10MB.

MINIMUM TERM

Minimum term is 12 months for MBE and 36 months for EFM.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEE and DATA CHARGES

	SHDSL EFM / MBE	SHDSL EFM10	SHDSL MBE10	SHDSL MBE20
ACCESS FEE	\$229 per Month	\$269 per Month	\$269 per Month	\$359 per Month
INCLUDED DATA	Unlimited	Unlimited	Unlimited	Unlimited
UPLOAD SPEED	Up to 10MB	10MB	10MB	20MB
DOWNLOAD SPEED	Up to 10MB	10MB	10MB	20MB
TERM	36 Months	12/24/36 Months	12/24/36 Months	12/24/36 Months
INSTALLATION	\$0	\$0 to \$1,100	\$0 to \$1,100	\$0 to \$1,100
STATIC IP ADDRESS	✓	✓	✓	✓

CONNECTION CHARGES

EFM - the service includes standard installation. **MBE** - \$0 on a 36 Month Term; \$600 on a 24 Month Term; \$1,100 on a 12 Month Term. Non-standard installation and installation outside of business hours will incur an additional cost.

MINIMUM TOTAL COST

EFM 10/36 Months - \$8,244; MBE10/12 Months - \$4,328; MBE10/24 Months - \$7,056; MBE10/36 Months - \$9,684; MBE20/12 Months - \$5,408; MBE20/24 Months - \$9,216; MBE20/36 Months - \$12,924.

EARLY TERMINATION CHARGE

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive 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

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.businessco.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 or by calling 1800 062 058.