

CRITICAL INFORMATION SUMMARY (CIS)

FAST FIBRE- ON NET BROADBAND (UNMETERED)

SERVICE INFORMATION

Fast Fibre –On–Net Broadband is a symmetrical high-speed, business grade, dedicated connection to the Internet. The delivery method is via an end-to-end direct fibre connection from a business premises to a TPG/ AAPT Fibre Access Cable. Speeds are available are 250Mbps, 400Mbps, 1000Mbps and 10Gbps.

HARDWARE

We will install a network termination device with an RJ45 hand-off that may be directly plugged into your compatible equipment. (For example a router and Local area Network (LAN).

We do not supply any additional network connectivity or equipment as part of the service but we will be able to assist in selecting, sourcing, installing and configuring various devices. These prices will vary and it is important you confirm any additional requirements to assess the suitability of this service for your needs.

MINIMUM TERM

The minimum term is 36 months.

ACTIVATION / CONNECTION FEES

A once-off connection fee(s) applies at: \$399.00

UNMETERED PLAN INFORMATION

This is an un-metered plan; it includes all usage for the Monthly Plan Fee of the speed selected. Our Fair Use Policy does apply. A service qualification will be required to confirm the location's zone for delivery, and accurate pricing can then be confirmed.

DATA MEASUREMENT

Data is measured in Megabytes (MB), Gigabytes (GB) and Terabytes (TB), with 1,000MB equaling 1GB and 1,000GB equaling 1TB of data for the purposes of billing this service.

IP ADDRESS

One (1) static IP address is included in the Monthly Plan Fee with each connected service.

INFORMATION ABOUT PRICING

The Zone of your location can affect the monthly plan fee for delivery. The Monthly Plan Fees for CBD/Metro located connections are as follows:

CBD/ METRO SPEED (upload/download)	MONTHLY PLAN FEE	TOTAL MINIMUM COST (36 months)
250/250 Mbps	\$349	\$12,564
400/400 Mbps	\$399	\$14,364
1000/1000 Mbps	\$619	\$22,284
10/10 Gbps	\$2,549	\$91,764

- Plan fees are charged in monthly advance and pro-rata applies.
- Total Minimum Cost per service is calculated as; Monthly Plan Fee multiplied by the Minimum Term. (E.g. \$349 x 36 months = \$12,564) It does not include any once-off connection fee(s)
- If you wish to disconnect this service, the recurring Monthly Plan Fee is charged until the end of the billing cycle in which the service discontinued. If still within contract, early termination fees will be applicable.

ADDITIONAL USAGE CHARGES

Subject to our standard terms, no extra data usage charges are applicable.

EARLY TERMINATION CHARGES

If you cancel your service within the contract term, we will charge you the Monthly Plan Fee multiplied by the remaining months of the minimum contract term. If you relocate to a new location and the same coverage is not available from us, early termination charges will also apply.

OTHER INFORMATION

If you require us to perform some service modifications, charges may apply per modification request. Charges vary depending on the complexity of the request. We will seek your approval before we conduct any work.

Any additional items or features not listed above will be charged separately if available. For Further information on broadband services please go to: [Broadband Education Package](#)

AVAILABILITY

Fast Fibre On-Net Broadband is not available everywhere, and your address will be required to complete a service qualification of your location. 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.
- The Zone in which the premises is located.

FAST FIBRE ON-NET SPEEDS

Actual speeds you will receive will vary due to a number of internal and external factors such as:

- The distance from the Exchange and AAPT/TPG Fibre Access Node
- The Quality of Fibre cable within the location's Zone of delivery
- Equipment at Exchange & Local Area Network
- Software
- Number of users

FULL TERMS

This information is a summary only. Please visit our website for our Standard Form of Agreement, Fair Use and Acceptable Use policies and other information which set out terms and conditions on which we provide our products and services to you.

GREEN BILLING

Because we are committed to reducing our environmental footprint and our standard method for bill delivery is email. Paper billing is available as an option for a monthly fee. For paper billing or further information, please contact us via our website.

USAGE INFORMATION

For information about your usage levels, please contact us via our website. Alternatively you can access usage records from your customer portal.

PROMOTIONS AND DISCOUNTS

The information contained in this summary is based on the standard service offering and is the most you will expect to pay for this service.

On occasion, we may run special promotions or offer discounts. Where this document has been supplied as part of a special promotion or discounted offer, please refer to the variations on the 'Plan details, Charges & Authority' Form, which will be provided to you.

CONTACTING US

We are an on-line, web-based company dedicated to excellence committed to serving our business customers quickly and efficiently. If you have any questions regarding your service, please contact us via our website contact page.

WEBSITE DETAILS

www.fonet.au

ACCURACY & PRICES

Information and pricing is correct at time of printing and is inclusive of GST.

COMPANY DETAILS

Fonet Pty Limited (ABN: 21 658 360 171)
PO Box 2070 South Melbourne VIC 3205

P 1300 036 638

E billing@fonet.com.au

We're here to help



Your satisfaction is important to us. If for any reason you are not satisfied with the service received, in the first instance, please inform us of your issue. Let us know via our website contact page so we may serve you better.

Should you not be satisfied with the steps taken to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue and should be an option of last resort.

You may contact the TIO directly by visiting www.tio.com.au or by calling 1800 062 058.