

## Critical Information Summary – Express Business Ethernet over Fibre

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This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what’s included and what’s not.

### Information about the Service

Your plan gives you access to an Express Business Ethernet over Fibre broadband service. Express is the term we use to describe ‘best effort’ bandwidth performance (bandwidth speeds are listed as up-to) and not connected to the Broadband Solutions core network. Business Ethernet is the term we use to describe a broadband service with the same listed speeds for uploads and downloads (known as a symmetric service).

You will require a compatible router at your premises to connect to Express Business Ethernet over Fibre. You can supply your own ethernet router, or Broadband Solutions can quote, supply and manage a router for you.

### Availability

Express Business Ethernet over Fibre is not available everywhere. Availability depends on a number of factors, including whether the necessary equipment is available at the relevant exchange; which upstream provider is supplying the service at that exchange; and available of infrastructure at the customer’s site.

### Minimum Term

The minimum term applicable to this service is either 36 or 48 months from the date of activation. There is \$0.00 activation fee on the 48 month term.

### Your Monthly Data Allowance

This service comes with an unlimited upload/download data allowance each month. There are no peak/off-peak restrictions on your use, and no excess usage charges.

### Important Conditions

The actual speed of your service is likely to be slower than the listed plan Access Speed. This is because Express Business Ethernet over Fibre is a best effort service, meaning speeds will vary for different traffic applications and at differing times of the day. There is no minimum SLA on the minimum speed performance of this product.

## Information about Pricing

### Your Minimum Monthly Charge

The monthly charge for your Express Business Ethernet over Fibre plan depends on your contract term selected; fibre infrastructure availability at the customer site; and whether you are in a coverage zone which is covered by the particular upstream provider which we use to provide the service.

Before signing up to an Express Business Ethernet over Fibre product we will perform a pre-qualification. Once the pre-qualification has been performed we will notify you if we can provide Ethernet services through our upstream provider at your location.

Service	Minimum Monthly Charge (inc GST)	Contract period	Activation Fee
<b>Express Business Ethernet – up to 1000/1000Mbps</b>	From \$869.00	48 Month	From \$0.00
<b>Express Business Ethernet – up to 1000/1000Mbps</b>	From \$869.00	36 Month	From \$2198.90

When speaking to a sales representative ask for them to do a pre-qualification for you in order to determine that you can get coverage for Express Business Ethernet over Fibre at the location here you want the service to be provisioned.

### Activation\Connection Charge

No activation charge on a 48 Month plan. There is an activation charge on 36 month plan.

We may charge you additional charges if the installation of your Express Business Ethernet over Fibre service is not standard (for example, because it is in a difficult location, obstacles in the terrain, lead-in to your premises or Fibre may need to be laid). We will provide you a quote for the work based on your particular circumstances, which will be based on a Feasibility Study being conducted.

### The Total Minimum Plan Cost

Access Speed	Minimum Total Contract Cost (inc GST)	Contract period	Activation Fee
Express Business Ethernet – up to 1000/1000Mbps	From \$41,712.00	48 Month	From \$0.00
Express Business Ethernet – up to 1000/1000Mbps	From \$33,482.90 (including \$2198.90 activation fee)	36 Month	From \$2198.90

### Excess data Charges

There are no excess charges applicable to the unlimited plan.

### Order Withdrawal Fee

An order can be withdrawn at any time prior to delivery of the service. However, in doing so will attract an order withdrawal fee. The value of the withdrawal fee will be dependent on the particular service being ordered and how far the order has progressed. The actual withdrawal fee applicable can be advised at the time of order withdrawal.

### Early Termination Charges

If your Express Business Ethernet over Fibre Plan is cancelled before your minimum term has ended, you must pay us the monthly fee \* by the remaining Monthly Charges for your plan. For example if you are on a 48 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 \* monthly charge.

### Other Charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

### Other Information

#### Billing

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month.

When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

Data: You'll receive a full month's data allowance.

### Monitor your Service Online

You can register for (CAT) Customer Access Toolkit which is the Broadband Solutions online portal in order to view your bills online 24 hours a day, 7 days a week. With the Broadband Solutions online portal, you'll be able to organise and check your billing information and update your contact details. To register, please email [support@broadbandsolutions.com.au](mailto:support@broadbandsolutions.com.au) or contact 1300 683 000.

### Contacting us

We are here to assist you with any inquiry so please feel free to contact Broadband Solutions If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please call us on 1300 683 000.

### Complaints or disputes

If you need to make a complaint you can:

- Call 1300 683 000 and ask to speak to someone in the complaints department.
- Call your Account Representative if you have one.
- Visit <http://www.broadbandsolutions.com.au/contacts>

### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

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