

## Critical Information Summary – Elite 400

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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 Elite Ethernet over Fibre broadband service. Elite 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).

A router/firewall is included with this service. You are required to connect this router to use the Elite 400 service. Broadband Solutions provides this router as part of the managed service and it remains the property of Broadband Solutions. You can purchase this router at the end of our contract term, or return it to Broadband Solutions.

A 4G backup Data SIM service is included with this service. You cannot use your own 4G service, it must be the supplied Broadband Solutions 4G SIM.

Firewall inbound/outbound rule management (business hours only) is included with your plan. Additional managed security services are available for an additional monthly charge.

#### Availability

Elite 400 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. Our website has an address SQ checker for qualification of this service.

#### Minimum Term

The minimum term applicable to this service is 36 months from the date of activation. There is \$0.00 activation fee on the 36 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 slightly slower than the Access Speed you choose. This is because the protocols you use to transmit data use up some of the bandwidth, resulting in a slower speed.

### Information about Pricing

#### Your Minimum Monthly Charge

The monthly charge for your Elite 400 plan depends on your service address availability. When signing up to an Elite 400 product we will perform a pre-qualification (via our website) to determine availability. Once the pre-qualification has been performed your availability and pricing plan will be identified before proceeding to order.

Service	Minimum Monthly Charge (inc GST)	Contract period	Activation Fee
Elite 400 – PLAN 1	From \$ 548.90	36 Month	\$0.00
Elite 400 – PLAN 2	From \$ 768.90	36 Month	\$0.00

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 Elite 400 at the location here you want the service to be provisioned.

#### Activation/Connection Charge

No activation charge on a 36 Month plan. We may charge you additional charges if the installation of your Elite 400 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). Additionally, you may wish to select an optional onsite installation service, which is an additional charge.

## The Total Minimum Plan Cost

Service	Minimum Total Contract Cost (inc GST)	Contract period	Activation Fee
Elite 400 – PLAN 1	From \$ 19,760.40	36 Month	\$0.00
Elite 400 – PLAN 2	From \$ 27,680.40	36 Month	\$0.00

### 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 Elite 400 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 36 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 \* monthly charge. Additionally you must return the associated router\CPE equipment (Juniper Device) to Broadband solutions (shipping at customer's expense) within 30 days of cancellation. A return shipping address will be provided at cancellation. If customer wishes to retain the router\CPE, a charge of \$1495 inc GST will be applied (along with the remaining monthly charges as noted above).

### 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)  
This is a summary only – the full legal terms for your service are contained in your agreement with Broadband Solutions and Our Customer Terms which is available at <http://www.broadbandsolutions.com.au/about-us/legal/customer-terms/>