

Critical Information Summary

Fast Fibre 250

Information about the Service

Here's a quick summary of all the important bits about your Fast Fibre 250 plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term Agreement:

The minimum term is either 24 or 36 months.

Availability Criteria:

Fast Fibre 250 is only available to valid ABN holders located at a fully qualified address approved by the Voice Connect sales team.

What the Service Includes:

Your service includes:

- 250 Mbps / 250 Mbps symmetrical fibre connection
- Minimum of 1 service location connecting up to a maximum of 4 discrete products per service
- Unlimited monthly data - Fair Use Policy applies
- No excess usage or bandwidth shaping
- 99.95% uptime guarantee SLA

Service limitations & exclusions:

Your service:

- May not be resold and is for private, single End Customer business use only
- May not be used for connection between Data Centres
- Is provisioned at the ordered bandwidth and cannot burst
- Cannot be upgraded to Fibre 400 or upgraded to Fibre 1,000
- Does not include a managed router unless stated in contract

Pricing Information

Early Termination of Service:

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly charge multiplied by the months remaining in your contract term. You must provide 30 days' written notice to us to disconnect a service.

Order Withdrawal & Relocation Fees:

Order withdrawal fees apply per the terms and conditions of your service, up to the full monthly fees multiplied by the months remaining. See your application form and Voice Connect's SFOA for more information.

Relocation Fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocation within the same building or a new building on the same access network are POA
- Relocation to a new building on a different access network are on a case by case basis and fee is on POA

The monthly charge depends on the contract length and installation fee you choose. All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA.

Install Fee	Minimum Monthly Charge	
	24 Months	36 Months
\$0	\$599 Minimum cost over term: \$14,376	\$349 Minimum cost over term: \$12,564
\$1,999	\$399 Minimum cost over term: \$11,575	\$399 Minimum cost over term: \$16,363

Other Information

Availability:

Fibre 250 is limited to TPG or Pipe on-net buildings and your address must be pre-qualified before a quotation can be provided.

Service Connection Times:

Typical installations take 6 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

Ethernet Speeds:

Actual speeds you will receive will vary due to a number of factors such as your the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered.

The 250/250 Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 150/150 Mbps, a second can be allocated 75/75 Mbps and a third can be allocated at 75/75 Mbps - totalling 250/250 Mbps per Fibre 250 service (additional charges apply - POA). Or use the entire 250 Mbps bandwidth for use with one Unlimited data service. Fibre 250 can be split up for use as an Unlimited Internet connection, a Private IP network connection or SIP trunks.

Equipment:

You will need to use a separate router to ensure the service is used with maximum efficacy. Contact us for information and pricing options, or our managed router solution.

Billing:

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges pro-rata the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

How We Can Help You:

If you have any questions, just call us on 1300 995 464 so we can serve you better or you can visit us at www.voiceconnect.com.au for additional information, including to access information about your usage of the service.

Complaints:

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.voiceconnect.com.au. You can also contact the Telecommunication Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

