

Critical Information Summary

Fast Fibre 400

Information about the Service

Here's a quick summary of all the important bits about your Fast Fibre 400 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, 36 or 48 months.

Availability Criteria:

Fast Fibre 400 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:

- 400 Mbps / 400 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 downgraded to Fibre 250 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	48 Months
\$0	\$799 Minimum cost over term: \$19,176	\$699 Minimum cost over term: \$25,164	\$649 Minimum cost over term: \$31,152
\$1,999	\$499 Minimum cost over term: \$13,975	\$399 Minimum cost over term: \$16,363	\$379 Minimum cost over term: \$18,192

Other Information

Availability:

Fibre 400 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 400/400 Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 300/300 Mbps, a second can be allocated 50/50 Mbps and a third can be allocated at 50/50 Mbps - totalling 400/400 Mbps per Fibre 400 service (additional charges apply - POA). Or use the entire 400 Mbps bandwidth for use with one Unlimited data service. Fibre 400 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.

