Critical Information Summary - Business Ethernet

This summary provides important information regarding OntheNet's Business Ethernet service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Business Ethernet provides Internet access presented as a single Ethernet port operating over dedicated copper lines to a specified address and is available Australia wide. This product is not required to be bundled with any other OntheNet product. The minimum contract term is determined by the plan selected.

The bandwidth quoted by OntheNet is the maximum theoretical speed. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

All orders are subject to a Service Qualification to confirm the premises can support the service. Although the customer does not require an existing telephone line to obtain the service, a phone number at the premises is requested for service qualification purposes. Business Ethernet, or the plan selected, may not be available due to the location or technical limitations eg. distance between the customer site and telephone exchange or lack of available copper pairs.

Delivery and completion of the service is dependent on availability of copper pairs, lead-in and in-building cabling. In-building cabling or cabling beyond an MDF that is required to deliver the service is the customer's responsibility and cost. The service may be delivered by OntheNet using SHDSL or Mid-Band Ethernet technology.

A single static IP address is provided however additional IP addressing may be available if technically justified. The service includes a Service Level Agreement (SLA) and access to after hours technical support. Proactive service monitoring during OntheNet technical support hours and reactive service monitoring after hours is also provided.

Service Modifications, Plan Changes or Relocations - Any service modification is subject to a service qualification and may result in an establishment fee and new contract term. Speed upgrades may not be available at all locations due to technical limitations. Relocation of the service to another address is equivalent to cancellation and a new service.

Hardware - OntheNet will provide a Network Termination Unit (NTU). The NTU is the device that the service terminates on at the customer premises. The NTU is managed by, and remains the property of, OntheNet. Beyond the NTU a router may be required. OntheNet may be able to provide a router, depending on the customers' requirements, for an additional cost.

Information About Pricing

Monthly Charges & Establishment Fee - Pricing is determined by the plan selected. The establishment fee is payable prior to the order being processed and varies depending on the plan selected. The monthly fee is billed in advance each month. If the data allocation is exceeded an excess data charge will apply.

Early Termination Fee - If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly fees for the contract term. Relocation of the service to a new address does not release the customer from an obligation to pay any applicable early termination fee, unless approved in writing by OntheNet. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable early termination fee is payable in full.

Billing - All invoices will be emailed as a PDF attachment. Mailing of paper invoices is available and if requested will attract a $1.50 surcharge per invoice.

All prices include GST and are shown in AUD.

Plan Options				
Max Bandwidth	Establishment Fee	Data Allocation	Monthly Fee	Contract Term
2/2 Mbps	$300	Unlimited	$99	
4/4 Mbps	$300	Unlimited	$199	
10/10 Mbps	$300	Unlimited	$239	24 Months
20/20 Mbps	$300	Unlimited	$349	

- If you take up the $99 per month plan above, the minimum total contract price over a 24 month contract period is $2676.
- The above plans are only available to locations that connect directly to an on-net exchange and may not be available due to technical limitations eg. distance between the customer site and telephone exchange or lack of available copper pairs. An on-net coverage map is available on our website www.onthenet.com.au/business-ethernet
- If you are located elsewhere or you have other requirements a quotation will be provided.

Certified System

Quality
ISO 9001

Other Information

Usage - Customers can view details of their Business Ethernet service, including data usage, online via the OntheNet Toolbox http://toolbox.onthenet.com.au

Customer Service - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation www.onthenet.com.au/contact-us

Complaints and Disputes - If you are dissatisfied with the service you have received and wish to lodge a complaint please email feedback@onthenet.com.au or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website www.onthenet.com.au/policies

Telecommunications Industry Ombudsman (TIO) - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at www.tio.com.au

Quality
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