

Critical Information Summary

- Business FAB



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This summary provides important information regarding OntheNet's Business Fibre Access Broadband (FAB) service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Business FAB services provide Internet access to the customer premises via a fibre optic network and are available in Queensland only. This product is not required to be bundled with any other OntheNet product.

The customer premises must have an Optical Network Termination (ONT) device installed and an active telephone service. All orders are subject to a Service Qualification to confirm the premises can support the FAB service. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

The monthly access fee includes a data allocation. If the data allocation is exceeded an excess usage fee will apply. A single email mailbox is provided with every service and up to four additional mailboxes can be added for no extra cost. The service includes a single static IP address. Additional IP addressing may be available for an additional cost. After hours Technical Support is available via a pager number.

Customers may request a plan change at any time which will take effect from the first of the next month. A new contract term is applicable to plan changes. The new contract end date will be either 12 months from the effective date of the plan change, or, the original contract end date, whichever is later. A once off fee applies when changing to a plan with a different maximum speed.

Minimum Term - The minimum contract term is 12 months.

Hardware - In addition to the ONT, a compatible Ethernet router is required in order to use the service and is available for purchase from OntheNet as an optional extra. The customer must ensure the hardware chosen is appropriate and adequate for the intended purpose.

Information About Pricing

Monthly Charges - The monthly fee is determined by the plan selected and is billed in advance each month. If more than the included monthly data allocation is used an excess usage fee of \$5.00/GB will apply.

Business FAB Plans			
Maximum Speed (Download/Upload)	Monthly Fee	Included Data Allocation (counting downloads only)	Included Data Unit Price
8000/384 Kbps	\$50	60GB	\$0.83/GB
30/1 Mbps	\$80	100GB	\$0.80/GB
100/5 Mbps	\$110	160GB	\$0.69/GB
	\$160	300GB	\$0.53/GB

Establishment Fee - For new connections, reconnections or relocations to another address or telephone line an establishment fee of \$99 is applicable. When transferring a FAB service from another provider to OntheNet the establishment fee is \$39. The establishment fee is payable prior to the order being processed by OntheNet.

Speed Change Fee - A once off fee of \$19 applies to change the speed of the service.

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 access fees for the contract term.

If the service is successfully relocated to another address with OntheNet the early termination fee will be waived, provided the relocation occurs within 30 days. 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.



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Minimum Total Contract Price - If you take up the \$50 per month Business FAB plan, with a \$99 establishment fee, the minimum total contract price over a 12 month contract period is \$699.

All prices include GST and are shown in AUD.

Other Information

Usage - Customers can view details of their Business FAB 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