

Critical Information Summary

- Co-location Services



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Co-location services. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

OntheNet Co-location services provide rack space for computer hardware within one of the two OntheNet Data Centres on the Gold Coast. This product is not required to be bundled with any other OntheNet product.

The service includes rack space, an Ethernet connection to the Internet and IP addressing based on the customer's requirements once technically approved by OntheNet. If required, an Ethernet connection to the customer's Private Links network and premium services such as redundant power, redundant Internet and redundant Private Links connection are available. Co-location services include access to after hours Technical Support.

Rack space in DC1 is available in multiples of 4 rack units (4RU), a half rack (20RU) or a full rack (45RU) with UPS and generator backup. DC1 has 10A power outlets for 4RU rack space and 16A power distribution boards for half and full racks. If the service includes any premium services proactive monitoring is provided.

Rack space in DC2 is available as half rack (20RU) or full racks (48RU) with dual bus N+N modular UPS and generator backup to provide redundant power to all services. DC2 has 16A power distribution boards for half racks and 32A power distribution boards for full racks. Proactive monitoring is provided for all Co-location services in DC2.

Power is metered and charges apply for all half and full racks. Power rates are outlined on the Co-location services order form.

Minimum Term - The minimum contract term for Co-location services is 12 months. Optional premium services and additional rack space are available for a minimum of one calendar month.

Plan changes or service modifications may incur a new contract term and a once off fee. The new contract end date will be either 12 months from the date of the plan change, or the original contract end date, whichever is later.

Hardware - Hardware is required in order to use this service. Hardware is available for purchase from OntheNet as an optional extra. There are specific hardware requirements in order to fully utilise the premium services. Customers should consult with OntheNet Engineers.

Information About Pricing

Monthly Charges - The monthly fee for a Co-location service in either DC1 or DC2 is POA and will vary depending on customer requirements. For pricing or if you have other requirements, please contact OntheNet for a quote. Monthly fees are billed in advance each month.

If the monthly data allocation is exceeded an excess usage charge of \$1.00/GB will apply. Where redundant Internet is selected data usage is aggregated with the primary Internet connection. Redundant Internet and Private Links bandwidth is equivalent to the primary Internet or Private Links interface.

Establishment Fee - An establishment fee is applicable for all Co-location services. The establishment fee for both DC1 and DC2 is POA.

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.

Billing - All invoices will be emailed as a PDF. 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.



For everything internet, trust a local.

Other Information

Usage - Customers can view usage statistics for their Co-location service online <http://broadbandusage.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