

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 is determined by the plan/s selected. The table overleaf shows the plan options for DC1. DC2 pricing is POA. 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.

Establishment Fee - An establishment fee is applicable for all Co-location services. The establishment fee is \$440 per 4RU and \$550 per Half or Full Rack in DC1. DC2 pricing 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.

DC1 Co-location Plans			
Description	Monthly Fee	Data Included (counting downloads only)	Included Data Unit Price
4RU Rack Space + 100Mbps Internet	\$430	200GB	\$2.15/GB
	\$595	500GB	\$1.19/GB
	\$895	1TB	\$0.90/GB
	\$1195	2TB	\$0.60/GB
	\$1495	3TB	\$0.50/GB
Half Rack Space + 100Mbps Internet	\$1195	500GB	\$2.39/GB
	\$1495	1TB	\$1.50/GB
	\$1795	2TB	\$0.90/GB
	\$2095	3TB	\$0.70/GB
Full Rack Space + 100Mbps Internet	\$2050	1TB	\$2.05/GB
	\$2650	2TB	\$1.33/GB
	\$3250	5TB	\$0.65/GB
Additional 4RU Rack Space	\$330	N/A	
Redundant Power - 4RU or Half Rack	\$100		
Redundant Power - Full Rack	\$200		
Redundant Internet	\$50		
Private Links Connection	\$0		
Redundant Private Links	\$50		

- 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.
- DC2 pricing is POA. If you have other requirements please contact OntheNet for a quote.

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