

# Critical Information Summary

## - Mid-Band Ethernet



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Mid-Band Ethernet service. Full terms and conditions are available on our website [www.onthenet.com.au/policies](http://www.onthenet.com.au/policies)

### Information About the Service

OntheNet is providing the customer with data access via Ethernet technology to a specified address. Mid-Band Ethernet services are available on selected exchanges in Queensland only and may not be available in all locations. This product is not required to be bundled with any other OntheNet product.

The service operates over dedicated copper lines as either an Internet, Private Links or Ethernet Layer 2 connection. A range of bandwidth options are available, depending on the location. Greater distances from the telephone exchange require more lines working together to achieve higher speeds. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases. Although the customer does not require an existing telephone service to obtain a Mid-Band Ethernet service, a phone number at the premises is required for service qualification purposes.

Delivery and completion of the service is dependent on availability of copper pairs, lead-in and in-building cabling. Delays and additional charges may be incurred if additional lead-in or in-building cabling is required to complete the service. Following an on-site inspection OntheNet will advise of any in-building cabling requirements. If additional in-building cabling is required the customer may choose to use their own supplier or arrange a quote from OntheNet.

A monthly access fee is charged for Mid-Band Ethernet services. If delivered as an Internet connection the monthly fee will include a monthly data allocation. If the included data allocation is exceeded an additional excess usage fee will apply.

All Mid-Band Ethernet services include a Service Level Agreement (SLA). The customer will be given access to after hours Technical Support via a pager number. The Mid-Band Ethernet service includes proactive service monitoring during OntheNet technical support hours and reactive service monitoring after hours.

Any service modification or relocation must be submitted by written request to OntheNet. The technical availability and applicable fee for any service modification or relocation is provided by quotation and may result in an establishment fee and/or a new contract term.

**Minimum Term** - The minimum contract term for Mid-Band Ethernet is 24 months.

**Hardware** - OntheNet will provide a Network Termination Unit (NTU). The NTU is the device that the Ethernet circuit terminates on at the customer premises. The NTU remains the property of OntheNet and the customer is responsible for returning it to OntheNet upon cancellation of the Service. 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** - The minimum monthly fee for a Mid-Band Ethernet service is shown in the table below. Mid-Band Ethernet pricing will vary based on region and the distance of the site from the telephone exchange. Monthly fees are billed in advance each month.

Mid-Band Ethernet plans	
Maximum Speed (Download/Upload)	Monthly Access Fee
5/5 Mbps	From \$575
10/10 Mbps	From \$675
20/20 Mbps	From \$875
40/40 Mbps	From \$1175

**Establishment Fee** - An establishment fee is applicable for all Mid-Band Ethernet services and will be provided by quotation. The establishment fee is payable prior to the order being processed by OntheNet.



For everything internet, trust a local.

**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.

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. 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.

## Other Information

**Usage** - Customers can view details of their Mid-Band 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](http://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](mailto: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](http://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](http://www.tio.com.au)