

Critical Information Summary

- Premium Ethernet



For everything internet, trust a local.

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

Information About the Service

Premium Ethernet services provide the customer with data access via Ethernet technology to a specified address. The service is available Australia wide but may not be available in all locations. This product is not required to be bundled with any other OntheNet product.

All orders are subject to a Service Qualification to confirm the premises can support the service. Not all bandwidth options are available to every premises. Delivery and completion of the service is dependent on infrastructure and delays or additional charges may be incurred if additional cabling is required to complete the service.

The service may be provided as either an Internet, Private Links or Ethernet Layer 2 connection delivered as Ethernet over optical fibre or copper depending on available infrastructure, the customer's requirements and location of the customer premises.

A monthly access fee is charged for Premium 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 excess usage fee will apply.

All Premium Ethernet services include a Service Level Agreement (SLA) and access to after hours technical support via the OntheNet priority support number. The service also includes proactive service monitoring 24 hours a days, 7 days a week, unless otherwise specified on the order form.

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

Minimum Term - The minimum contract term for a Premium Ethernet service is 24 months.

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

The NTU is managed by, and remains the property of, OntheNet.

Information About Pricing

Monthly Charges - The monthly fee for a Premium Ethernet service is provided by quotation and is billed in advance each month. Premium Ethernet pricing will vary depending on the location, infrastructure, customer requirements and delivery method.

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

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.



For everything internet, trust a local.

Other Information

Usage - Customers can view details of their Premium 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