

Critical Information Summary

- Private Links



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

Information About the Service

Private Links uses various broadband technologies to connect multiple sites in a Private Links network via a network based Virtual Private Network (VPN). This product is not required to be bundled with any other OntheNet product however a minimum of two Private Links services are required.

Each service in a Private Links network is treated as an individual Private Links service that is provided to a specific address and in some cases a fixed telephone line. The sites that are linked in a Private Links network can transfer data between each other with the only limit being the speed of the services.

Broadband technologies have varying coverage areas and may not be available at all locations. All orders are subject to a Service Qualification to confirm the premises can support the service. All speeds quoted by OntheNet are maximum theoretical speeds and OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases. The actual speed may be unknown until the service is connected.

Private static IP addressing is included. OntheNet provide a Service Level Agreement (SLA) for individual Private Links services depending on the underlying technology that is used to supply the service and after hours Technical Support is available.

No internet connection is provided with Private Links services however an optional Private Links Managed Firewall can be included for an additional cost. This option provides a firewall with an Internet interface to the Private Links network only which is fully managed by OntheNet. The monthly fee for the Private Links Managed Firewall includes a monthly Internet data allocation which, if exceeded, will result in excess usage charges. Reactive monitoring 24 hours a day, 7 days a week is provided for the firewall. In the event that system unavailability is detected an SMS alert will be sent to customer's nominated contact.

Plan changes to alter the maximum speed of a Private Links service may be available depending on the underlying technology. A once off fee and new contract term applies to plan changes.

Minimum Term - Each Private Links service is deemed an individual service with its own contract term. The minimum contract term is 12 months.

Hardware - In order to use the service compatible hardware is required at each site. The hardware required will depend on the technology used to deliver the service. Hardware is available for purchase from OntheNet as an optional extra.

Quality of Service (QoS) - QoS allows IP traffic to be classified into different classes so that it can be queued appropriately over access links to and from the customer sites. QoS is available with OntheNet Private Links services however, for each Private Links with QoS service the customer must also have a Managed Hardware service with OntheNet. Private Links with QoS customers are given access to Technical Support after hours via the OntheNet Priority Support number. It is important to note that QoS is not applied to the Internet connection provided with the optional Private Links Managed Firewall service.

Information About Pricing

Establishment Fee and Monthly Charges - Private Links pricing is provided by quotation and will vary depending on the technology used to deliver the service and the customer's requirements. All monthly fees are billed in advance each month.

Early Termination Fee - If a 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.



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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.

All prices include GST and are shown in AUD.

Other Information

Usage - Customers can view details of their Private Links services, 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