

BUSINESS FIBRE CRITICAL INFORMATION SUMMARY

Product Information – Square one telecom’s business grade symmetrical internet service provides super-fast connectivity speeds over fibre networks. The service is available in enabled fixed line service areas and networks, subject to local availability and is delivered over nbn’s Enterprise Ethernet network. Service qualification may be required.

Inclusions –

- Unlimited data allowance (subject to our Acceptable Fair use policy)
- Static IP address
- Local support

Minimum and maximum charges – Minimum and maximum charges will vary depending upon the service plan and contract term. The following contract terms are available on all service plans:

- 12-month lock-in contract with \$7,000 activation fee
 - 24-month lock-in contract with \$3,250 activation fee
 - 36-month lock-in contract with \$0 activation fee
- Pricing includes standard installations. Non-standard installations will be charged on a labour rate and materials basis. Please see the Plan Options table below for monthly and minimum charges.

Minimum Requirement and availability – Available to addresses in business nbn@fibre zones. All below plans are only for CBD zones. You will require a compatible router that can be configured with your Square one telecom Business account settings.

Hardware – Hardware is not included. You may purchase a router from us or provide your own router if you prefer (subject to its suitability).

Bundling – You are not required to bundle any other services with Business Fiber services, but you can optionally add-on other products from our business range.

Pricing & Promotions

All mentioned plans are Inc.GST which will not reflect any promotion or discounts.

Contract Terms – 12 Months, 24 Months & 36 Months contracts available. Please refer to the original signed contract for the contract length.

Early Termination fees

Charges apply for any cancellation that occurs once our wholesale partner has accepted a new order. The charge for each delivery phase is set out below.

- Cancellation during Order Acceptance \$1,050
- Cancellation during Design \$2,550
- Cancellation during Build or Pre-Delivery \$15,000 + fibre build contribution (if applicable and accepted at order) If you cancel your service during the lock-in contract term, you will be liable for the relevant service fee for the remaining months of the contract.

Billing – Square one telecom always bills you month in payment advance for the minimum monthly charges. First bill includes part of the month since services got active till the end of the billing period, also we will charge you for minimum monthly charge in advance for the next billing cycle. Direct debit is our preferred method, and you can set it up at the POS or sending an e mail or via phone. Paperless billing and electronics payments are free. Your bill will be email to your nominated e mail address. Paper bill is available as option for a monthly free \$2.95 to make a request for paper billing please contact us. If you don’t pay your bill by due date \$15 late payments fees applies.

Fair go Policy – You must not use the services in an unacceptable, unreasonable, or fraudulent manner or to generate mobile terminating access or SMS messaging terminating access payments or causes congestion to the network. We may take an action if you breach above fair go policy including suspension and cancelling your services. You must use the services with integrity and honestly.

Feedback and Complaints – We will always encourage you to contact us first via e mail or phone call if you are not satisfied with the services or the solution we provided. We are committed to provide you the great service with honesty and integrity. We will do our best to resolve the issue but still if you wish to contact Telecommunication Ombudsman Industry you can contact them on

Service Speed		NBN	Installation Charge			Monthly Charge			Total Minimum Cost		
Up	Down	Zone	12 Months	24 Months	36 Months	12 Months	24 Months	36 Months	12 Months	24 Months	36 Months
100 Mbps	100 Mbps	CBD	\$7,000	\$3,250	\$0	\$499	\$450	\$399	\$12,988	\$14,050	\$14,364
250 Mbps	250 Mbps	CBD	\$7,000	\$3,250	\$0	\$635	\$600	\$535	\$14,620	\$17,650	\$19,260
500 Mbps	500 Mbps	CBD	\$7,000	\$3,250	\$0	\$835	\$800	\$730	\$17,020	\$22,450	\$26,280
1000 Mbps	1000 Mbps	CBD	\$7,000	\$3,250	\$0	\$1,090	\$1,050	\$980	\$20,080	\$28,450	\$35,280

1800062058 OR submit an online inquiry at
www.tio.com.au

Other Information

- This service does not depend on a bundling arrangement with any other telecommunications services. Any cabling beyond the network end point that is required within the customer's premises is the customer's responsibility.

- A fee for service may be charged for any works conducted by us or third-party access providers to resolve a service fault where the fault is not found to be on our or our third-party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third-party providers.

- Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

- You can request a plan change anytime to a higher value plan; downgrade is not allowed on any fibre plan. Please refer to original contract for contract length.

- This summary does not reflect any discounts or promotions that may apply from time to time. It also does not reflect any additional services that you select whilst you have this plan. Suspending or cancelling your service.

- Service speeds shown in Plan Options are the theoretical maximums attainable by the Enterprise Ethernet connection at the highest transmission rate of the network. Actual speeds may vary and are affected by network equipment, internet connectivity, location of the content servers you're accessing, interference, limitations of connected devices, cabling, bandwidth of other services, and other users on the network. Speeds may be slower when devices are connected by Wi-Fi