

CRITICAL INFORMATION SUMMARY

TELEQUIP MANAGED SERVICES | NBN Enterprise Ethernet

1. SERVICE INFORMATION

Service Description	The service provides symmetrical broadband on the nbn™ Enterprise Ethernet network. Speeds will be available as ordered.
Minimum Term	36 months
Hardware Inclusions	Service Access Switch Nokia SAS-K5
Installation Inclusions	Onsite installation of the service within postcode 4870
Service Inclusions	<ul style="list-style-type: none"> • Unlimited download per month • No upload quota limitations • No metering of peak / off peak • Remote and onsite support for faults (Mon-Fri, 8:00 am – 5:00 pm, excluding public holidays) • 1 x fixed IP address and Low CoS SLA from Carrier
Exclusions	N/A
Important Limitations	<ul style="list-style-type: none"> • Service is only available on the nbn™ network. • This service will not work if there is an interruption to your mains power.
Important Qualifications	Actual speeds may vary due to equipment and network limitations.
Monthly Data Allowance	Unlimited download per month is included

2. PRICING

All Prices include GST		
Installation Charges	N/A	
Travel Charges	For deployment outside of postcode 4870 or for installation across multiple locations, travel charges apply. We charge \$34.00 per 15 min travel time.	
Minimum Monthly Charges	Maximum Speed	Minimum Monthly Charges
	250 Mbps	\$469.70
	1000 Mbps	\$825.00
Maximum Monthly Charges	N/A	
Maximum Early Termination Charges	Maximum Speed	Maximum Early Termination Charges
	250 Mbps	\$16,909.00
	1000 Mbps	\$29,700.00

3. BILLING

Monthly Bill	On the first business day of the month you'll be billed in advance for the minimum monthly charge.
First Bill	<p>Pricing in this Critical Information Summary is for a full billing period (calendar month starting 1st of the month). Your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.</p> <p>Your first bill will include:</p> <ol style="list-style-type: none"> 1. Charges for part of the month from when the service was activated until the end of the billing period 2. The minimum monthly charge in advance for the next billing period 3. Installation charges 4. Any additional charges for non-recurrent items

4. OTHER INFORMATION

Customer Service Contact Details	Our customer service can be contacted on <ul style="list-style-type: none">• 07 4047 7088 (phone)• 07 4047 7090 (fax)• service@telequip.net during business hours: Mon to Fri, 8:00 am to 5:00 pm, excluding public holidays. For emergency support outside business hours please call 07 4047 7088 (charges apply).
Dispute Resolution	To log a dispute, please contact our customer service.

This is a summary only. Our full legal terms for the individual components of this service are contained in your terms and conditions at <http://www.telequip.net/pdfs/Terms-and-Conditions.pdf>