

This summary gives you the important information you need to know about your Express Fibre service plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

Information about the Service

SERVICE DESCRIPTION

Express Fibre Internet is a fibre-optic Ethernet connection to a 3rd party carrier network and includes unlimited internet. Ethernet is the term we use to describe a broadband service with the same speeds for uploads and downloads (known as a symmetric service).

AVAILABILITY

Express Fibre Internet is not available everywhere. Availability depends on a number of factors, including whether the necessary equipment is available at the relevant exchange which upstream and network provider is supplying the service at that exchange.

MINIMUM SERVICE TERM

The service is supplied on a 12, 24, 36, 48-month contract term.

YOUR MONTHLY DATA ALLOWANCE

This service comes with an unlimited upload/download data allowance each month. There are no peak/off-peak restrictions on your use, and no excess usage charges. Our Acceptable Usage Policy applies.

EQUIPMENT REQUIRED

Upstream carrier will provide an NTU with at least 1 customer facing 10/100/1000 Base-T port with the Express Fibre Internet service. You will need a compatible router at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

IMPORTANT CONDITIONS

The actual speed of your service is likely to be slightly slower than the Access Speed you choose. This is because the protocols you use to transmit data use up some of the bandwidth, resulting in a slower speed.

Information about Pricing

Pricing for Express Fibre Ethernet services vary from site to site. A Broadband Solutions representative will be able to qualify any requested location to identify options and pricing for you.

YOUR MINIMUM MONTHLY CHARGE & TOTAL PLAN COST

Service Speed	Monthly Charge (inc GST)	Contract period	Total Contract Cost (inc GST)	Installation Fee (inc GST)
As per Quotation from BBS Sales	POA	12,24,36,48 Months	POA	POA

CONNECTION OR ACTIVATION CHARGE

Activation charges vary depending on the contract term chosen.

We may charge you additional charges if the installation of your Express Fibre Ethernet service is not standard (for example, because it is in a difficult location, obstacles in the terrain, lead-in to your premises or Fibre may need to be laid). We will provide you a quote for the work based on your particular circumstances, which will be based on a Feasibility Study being conducted.

EARLY TERMINATION CHARGES

If your Express Fibre Internet Plan is cancelled before your minimum term has ended, you must pay us the monthly fee * by the remaining Monthly Charges for your plan. For example if you are on a 24 Month term and you cancel the plan with 20 Months remaining in the term then you must pay 20 * monthly charge.

Other Information

BILLING

On the same day of each month you'll be billed in advance for the minimum monthly charge, as well as for use during the month. When you first start a plan or change your plan part way through a billing period, here's what your first bill will include:

Minimum monthly charge: a proportion of your minimum monthly charge based on the number of days left in the billing period, plus the next month's full minimum monthly charge in advance.

MONITOR YOUR SERVICE ONLINE

You can register for (CAT) Customer Access Toolkit which is the Broadband Solutions online portal in order to view your bills online 24 hours a day, 7 days a week. With the Broadband Solutions online portal, you'll be able to organise and check your billing information, view your online activity and update your contact details. To register, please email support@broadbandsolutions.com.au or contact 1300 683 000.

CONTACTING US

We are here to assist you with any inquiry so please feel free to contact Broadband Solutions If you have questions about your bill, technical support service or connection or any other matter relating to any of our services, please call us on 1300 683 000

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at www.tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for your service are contained in your agreement with Broadband Solutions and Our Customer Terms which is available at <http://www.broadbandsolutions.com.au/about-us/legal/customer-terms/>