

# Ethernet First Mile (EFM)



## Critical Information Summary

### Information about the service

#### The Service:

Our **Ethernet First Mile** post-paid internet service offers symmetrical Ethernet internet access with a static IP address and an unlimited data allowance. There are no peak or off-peak restrictions on your use and no excess usage charges.

#### Mandatory components:

You will need a router or firewall at your premises for this service to work. The monthly charge does not include the cost for a router but you may purchase one from us at an additional cost. Please contact us for further information.

#### Minimum term:

The service is available with a minimum term of 24 months or 36 months.

#### Availability:

EFM Internet is not available everywhere. This EFM service is delivered using Ethernet over Copper. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange, and the quality of the existing copper pairs that the service runs over. You need available copper lines in order to get Ethernet First Mile Internet, but the line must not be active and in use as a PSTN telephone service. In some cases, you may not have enough copper lines at your location for the service to work. Please contact us to find out if you can be connected to this service at your location.

#### Ethernet speeds:

Actual speeds you will receive will vary up to 10Mbps due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software, and internet traffic. Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

#### Important conditions:

The installation fee includes standard installation. Non-standard installation and installation outside of business hours will incur an additional cost. Please contact us for a quote. A single static IP address is included in the monthly

24 months			
Connection speed	Up to 10Mbps/ 10Mbps 4-wire	Up to 10Mbps/ 10Mbps 6-wire	Up to 20Mbps/ 20Mbps 6-wire
Installation fee	\$499	\$499	\$499
Minimum Monthly charge	\$225	\$300	\$350
Monthly included allowance	UNLIMITED		
Minimum charge for entire term	\$5400	\$7200	\$8400

36 months			
Connection speed	Up to 10Mbps/ 10Mbps 2-wire	Up to 10Mbps/ 10Mbps 4-wire	Up to 20Mbps/ 20Mbps 6-wire
Installation fee	\$0	\$0	\$0
Minimum Monthly charge	\$225	\$300	\$350
Monthly included allowance	UNLIMITED		
Minimum charge for entire term	\$8100	\$10,800	\$12,600

- All prices quoted are exclusive of GST

charge. Additional IP addresses may be available at an additional cost. Please contact us for availability. Changes to plans and relocations may be considered but are not guaranteed to be available. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

### Information about pricing

#### Minimum monthly charge:

Please refer to the table above for pricing information.

Phone – 1300 000 001

enquiries@iot.com.au

www.iot.com.au

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## **Billing:**

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

## **Early termination charges:**

If you cancel your service prior to the end of your contract term you must give us 30 days notice and you will incur an Early Termination Fee equal to your minimum monthly commitment multiplied by the months remaining in your contract for the service.

## **Other information**

### **Usage information:**

You can monitor your usage at [www.iot.com.au](http://www.iot.com.au)

### **Enquiries, feedback and complaints:**

We're here to help. Please contact us by calling 1300000001 or by sending an email [enquiries@iot.com.au](mailto:enquiries@iot.com.au) if you have any questions, would like to give feedback or complain.

### **Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of October 2016.

# Phone – 1300 000 001

[enquiries@iot.com.au](mailto:enquiries@iot.com.au)

[www.iot.com.au](http://www.iot.com.au)