

## Critical Information Summary

### Information about the service

#### The Service:

Our **Fibre 400** service offers a symmetrical fibre-optic internet connection, with speeds of up to 400Mbps, 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 require a compatible router or firewall at your premises for this service. 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.

#### Important conditions:

Fibre 400 is only available in limited on-net buildings and is subject to service qualification. Please call us to find out if you can be connected to this service at your location. The installation fee includes a standard installation. Non-standard installation and installation outside of business hours will incur an additional cost. Please call us for a quote. A single static IP address is included in the monthly charge. Relocation to another qualified Fibre 400 site will incur a charge of \$1099 (INC GST). If relocation is not possible because Fibre 400 is not available at the site, the early termination fee will apply. 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 tables for pricing information.

#### 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 will need to provide 30 days' notice and will incur an Early Termination Fee equal to your minimum monthly commitment multiplied by the months remaining in your contract for the service.

24 months			
Installation fee	\$0	\$999	\$1999
Monthly charge	\$800	\$700	\$600
Monthly included allowance	UNLIMITED		
Minimum charge for entire term	\$19,200	\$16,800	\$14,400

36 months			
Installation fee	\$0	\$999	\$1999
Monthly charge	\$700	\$600	\$500
Monthly included allowance	UNLIMITED		
Minimum charge for entire term	\$25,200	\$21,600	\$18,000

- All prices quoted are exclusive of GST

### 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.