

On-Net Business (Mega Fibre) information

Axecom's Business Mega Fibre Service delivers high-speed Symmetrical Internet Fibre-to-the-Premises (FTTP). Axecom/Partners bandwidth speeds are guaranteed to the network termination port.

The actual speeds you will achieve could vary due to many factors including but not limited to, type/source of content being downloaded, hardware and software configuration, your local network equipment used, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Your local network equipment, the performance of your local infrastructure and cabling are not limited to the source and destination of content accessed via the internet. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

On-Net Business Mega Fibre plans provide unlimited data usage however, a fair use policy applies that is designed to protect the integrity of the carrier network. Examples of a fair usage breach would include but not limited to, re-selling the Axecom On Net Fibre without written consent of Axecom, promote or threaten violence towards anyone, create a risk to the health or safety of any person, using your service in a way that interferes with or poses a risk to our network or other customer's services.

Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an On-Net Business Mega Fibre connection will depend on the service plan you are subscribed to. Please note a once off Set Up fee of \$549.95 inc.GST applies in total minimum cost. The maximum plan charges are as follows:

| Business Fibre Plan | Monthly charge inc.GST | Total Minimum cost inc.GST |
|---------------------------------|------------------------|----------------------------|
| 50Mbps | \$142.95 | \$5695.96 |
| 150Mbps | \$219.95 | \$8467.96 |
| 250Mbps | \$290.95 | \$10,447.97 |
| 500Mbps | \$329.95 | \$12,427.96 |
| 1000Mbps | \$549.95 | \$20,347.96 |
| 2000Mbps | \$1099.95 | \$40,147.97 |
| 5000Mbps | \$2199.95 | \$79,747.97 |
| 10,000Mbps | \$4399.95 | \$158,398.02 |
| Fibre Connection Fee (once off) | | \$549.95 |

Contract Length & Early Termination

All of our On-Net Business Mega Fibre plans have a minimum contract term of 36 months.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply. The fee is based on the below:

Remaining months X Monthly Fee plan = Early Termination Fee payable to Axecom to release you from your contract and services associated with Axecom.

Hardware

All routers purchased either independently or Axecom's standard gigabit router are at the client cost.

Any cabling that is required in your premises beyond the network boundary point is the client responsibility and will not be covered by Axecom .

Additional charges

The table below outlines any additional charges that may be applicable with the installation and support of On-Net Fibre services.

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your On-Net Fibre service, before proceeding.

| Additional charge description | Price inc.GST |
|--|---------------|
| On-Net fibre speed change fee | \$149.95 |
| On-site non standard installation | \$POA |
| Additional static IP address/month | \$14.95 |
| Late cancellation or missed on-site appt | \$149.95 |
| Incorrect callout or no fault found | \$POA |

Key Details

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website www.axecom.com.au/support
- Early termination fees apply (see above)
- A one-time setup fee of \$549.95 inc.GST applies
- To qualify for this plan you must be the legal leasee of the business
- If you wish to add a Voice plan to your Fibre Service then additional Phone Plan fees per month will apply.
- Any increase or decrease in you Plan Speed may incur fees.

Payment methods

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

To set up direct debit please call one of our friendly staff on 1300 81 67 67

Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

| Description | Price inc.GST |
|------------------------|---------------|
| Overdue invoice charge | \$21.95 |

Additional Information

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The On-Net Business Mega Fibre Critical Information Summary only outlines the critical information for the services and should be read in conjunction with our Standard Form or Agreement and Service Schedule SLA. A complete set of terms and conditions can be found at www.axecom.com.au/support

Customer Service details



You can contact us
Monday-Friday 8am-6pm AEST on
1300 81 67 67



Support request can also be emailed to:
customercare@axecom.com.au

Complaint resolution

If you wish to make a complaint please contact us using the details published on our website www.axecom.com.au/support and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058