**Critical Information Summary**

**Business Internet**

|  |  |
| --- | --- |
| **Service Description** | GigaComm’s Business plans are 'Enterprise Grade' Internet Services delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises. |
| **Minimum term** | 1 Month, 24 Months, 36 Months |
| **Setup Fee (once off)**  | **Contract Term** | **Setup Fee (excl. GST)** |
| 1 Month (Business 100) | $115 |
| 1 Month (All other plans) | $500 |
| 24 Months | Nil |
| 36 Months | Nil |
| **Minimum Monthly Charge** | **Plan Name** | **Speed Tier (down/up)** | **Minimum CIR component (down/up)** | **Minimum Monthly Charge (excl. GST)** | **Total Minimum Cost (excl. GST)** |
| Business 100 | 100/100 Mbps | 25/25 Mbps | $245 | 1 Month – $36024 Months – $588036 Months – $8820 |
| Business 250 | 250/250 Mbps | 25/25 Mbps | $395 | 1 Month – $89524 Months – $948036 Months – $14220 |
| Business 500 | 500/500 Mbps | 50/50 Mpbs | $595 | 1 Month – $109524 Months – $1428036 Months – $21420 |
| Business Gigabit | 1000/1000 Mbps | 100/100 Mbps | $695 | 1 Month – $119524 Months – $1668036 Months – $25020 |
| **What is included?** | Features of this service include:* Unlimited data usage
* 99.95% availability backed by outage restoration targets and rebates
* Priority ticket handling from our local support team
 |
| **Early Termination Charges** | If you cancel your service within the contract period, you must provide 30 days’ notice and you will be charged an Early Termination Charge equal to the sum of the remaining months of your contract.  |

Information about this service

**Where is it available?**

Our Business Internet is only available at GigaComm on-net buildings and serviceable coverage areas. Your address must be qualified before formal acceptance and commencement of service delivery.

**What do I need to access the service?**

GigaComm will provide a NTU with 1 customer facing 10/100/1000 1000BASE-T ethernet port with your Business Internet service.

To achieve the full Gigabit experience, you will need a compatible router at your premises capable of Gigabit throughput.

**Internet Speeds**

Actual speeds you will receive may vary due to a number of factors, such as limitations on your hardware or software, internet traffic and the source or type of content being downloaded or uploaded. GigaComm provisions all Business Internet services with a proportion of the designated speed as Committed Information Rate (CIR). See above for details.

**Qualifications**

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our “fair use” policy available on our website.

The following limitations apply to your Business Internet service:

● For private business use only and may not be resold

● May not be used for internet aggregation or connection between

data centres

● BGP is not available on this service

Information about Pricing

**Monthly Charges**

Refer to the above table.

**Optional add-ons**

You may choose to add the following add-ons to your service.

|  |  |
| --- | --- |
| **Add-on**  | **Monthly Cost (excl. GST)** |
| Static Public IP address (IPv4)  | $6.82 |
| Ethernet Line – e-Line  | POA |
| Hosted PBX Voice lines  | See Hosted Voice (PBX) CIS |

**Excess Usage**

Business Internet is an unlimited internet service – there are no time restrictions and no excess usage charges. Our Fair Usage Policy applies.

**Equipment Fees**

You may choose to supply your own router, however this will not be supported by the GigaComm team.

You can purchase a router from us outright or choose our managed router option in which case we will supply and manage the router for you. Postage and handling fees apply.

Our managed router fees start from $35.00 (excl. GST) per month for a Gigabit capable router.

Billing Information

**Billing Charges**

Bills are sent each month to your registered email address, free of charge.

**Billing Date**

Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

**First Bill Charges**

Your first monthly invoice shows transactions for the following:

* The setup fee (if applicable), and any payments you made to us prior to installation.
* Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
* Next period fees. The monthly fee for the next billing period.

**GigaComm Customer Contacts**

**New Sales Details**

Contact our sales team on info@gigacomm.net.au

**Support Details**

Contact our support team on support@gigacomm.net.au

**Billing Details**

Contact our billing team on billing@gigacom.net.au

**Payments**

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

Other Information

**Customer Complaints and TIO Information**

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.

You can contact GigaComm’s complaint resolution team at complaints@gigacomm.net.au

If we can’t resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058.**

For full contact information visit www.tio.com.au/about-us/contact-us