

Small Business Internet

Service Description	GigaComm’s Small Business plans are Internet Services delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises.			
Minimum term	1 Month or 24 Months			
Setup Fee (once off)	Contract Term		Setup Fee (excl. GST)	
	1 Month		\$115	
	24 Months		Nil	
WiFi Router	To enjoy the full benefits of our Small Business Internet Service, you will need to purchase our high-grade Gigabit capable router from us for \$115 (excl. GST). Alternatively, you are welcome to use your own router, provided it was purchased from a retailer. Routers supplied by other internet service providers may have settings that mean it is not compatible with our network. Please note that if you choose to use your own equipment, we do not provide technical support.			
Minimum Monthly Charge	Plan Name	Speed Tier (down/up)	Minimum Monthly Charge (excl. GST)	Total Minimum Cost (excl. GST)
	Small Business 100	100/100 Mbps	\$145	1 Month – \$375 24 Months – \$3,480
What is included?	Features of this service include: <ul style="list-style-type: none"> • Unlimited data usage • 99.5% availability • 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 Small Business Internet is only available at GigaComm on-net buildings and serviceable coverage areas. Your address must be pre-qualified before a formal quotation can be provided.

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. GigaComm sells a compatible WiFi router for \$115 (excl. GST). See table above for more details.

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.

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
Hosted Voice Services	See Hosted Voice CIS documents

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:

- Installation. The installation fee, 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.

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

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

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