Critical Information Summary:
Ethernet in the First Mile Internet Promo 2016

PHONE
Systems Brisbane
EXCELLENCE COMES STANDARD

Information About The Service

Ethernet in the First Mile Internet a Broadband Internet Service.

Bundling Requirements

We do not require that you bundle this service with any other service.

Minimum Term

Minimum commitment term is 36 months.

Availability and Qualification

Ethernet in the First Mile Internet is not available everywhere. 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 in the 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

What's Included and Excluded

Your Ethernet in the First Mile Internet service includes:

- **Static IP Address**

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restrictions on your use and no excess usage charges.

Ethernet Speeds

- Actual speeds you will receive will vary 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.

Equipment

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend Cyberoam and DrayTek Routers

Information About Pricing

Minimum monthly charge

The monthly charge depends on how fast you want your connection and the amount of wires needed to provide the service as close as possible to the bandwidth that you choose:

Access Speed	Charge
1Mb/1Mb (2 wire)	$329
10Mb/10Mb (4 wire)	$329
10Mb/10Mb (6 wire)	$329
10Mb/10Mb (8 wire)	$329
20Mb/20Mb (8 wire)	$429

Total minimum cost

The total minimum amount that you will pay for the length of your 36 month contract depends on the plan that you choose:

Access Speed	Total Minimum (24 Months)
1Mb/1Mb (2 wire)	$11 844
10Mb/10Mb (4 wire)	$11 844
10Mb/10Mb (6 wire)	$11 844
10Mb/10Mb (8 wire)	$11 844
20Mb/20Mb (8 wire)	$15 444

Maximum monthly charge

Your maximum monthly charge is equal to the minimum monthly charges for this plan, unless you purchase additional data during the month.

Connection Charge

The installation fee is **$0** for all speeds for 36 month agreement. This is for connection scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

Phone Systems Brisbane Pty Ltd ABN: 97 635 266 828 T: 1300 851 411 F: 1300 78 2205
Further Information: www.phonesystemsbrisbane.net.au
Information is current as of 20/8/15, is subject to change without notice and all prices quoted include GST

Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the 36 month contract term you will be charged an early termination charge (ETC) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for any excess Data not included in the minimum monthly charge. Your first invoice will be higher than $329 because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

Other Information

Call and Data Usage Information

Phone Systems Brisbane customers can obtain information:

- On usage pricing at
  www.phonesystemsbrisbane.net.au
- On their data usage and billing at
  www.phonesystemsbrisbane.net.au

Customer Service Contact Details

You can contact Phone Systems Brisbane Customer Service by calling **1300 851 411**: or by emailing customerservice@phonesystemsbrisbane.net.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via the feedback contact page on our website at www.phonesystemsbrisbane.net.au/contactus or by emailing customerservice@phonesystemsbrisbane.net.au Our complaint handling policy can be downloaded at http://phonesystemsbrisbane.net.au/terms-and-conditions/

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.

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