

# CRITICAL INFORMATION SUMMARY

## Fibre400 IP LINE



### Information about the Service

#### Service Description

Fibre400 IP-Line is a symmetrical 400Mbps fibre-optic connection to the PIPE Networks and includes Unlimited Internet.

#### Minimum Service Term

The Service is supplied on a 24,36 or 48 Month contract.

#### Availability

Limited to PIPE Networks on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

#### Equipment Required

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you.

#### Monthly Data Allowance

Unlimited – There are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

### Information about Pricing

#### Unlimited Internet 400Mbps Offer

| Installation Fee              | 24 Months                                                                                          | 36 Months                                                      | 48 Months                                                      |
|-------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------|
| <b>\$0</b>                    | <b>\$799 + \$79.90 GST</b><br>Min Charge \$21,093.60 incl. GST                                     | <b>\$399 + \$39.90 GST</b><br>Min Charge \$15,800.40 incl. GST | <b>\$399 + \$39.90 GST</b><br>Min Charge \$21,067.20 incl. GST |
| <b>\$1,999 + \$199.90 GST</b> | <b>\$499 + \$49.90 GST</b><br>Min Charge \$15,372.60 incl. GST                                     | N/A                                                            | N/A                                                            |
| Managed Router Option         | Price dependent on router selected                                                                 |                                                                |                                                                |
| Early Termination Fee         | 85% of the monthly charges for the balance of the contract period                                  |                                                                |                                                                |
|                               | Monthly fee above includes the internet Monthly Charge from the below Additional Products section. |                                                                |                                                                |

### Additional Products

If you require additional PIPE Networks Products (example, Data or Voice), you may incur a monthly charge from \$108.90 incl GST depending on the type of service and the location. You will need to refer to your Service Order for full description of costs for any additional products you add.

| Category | Additional Monthly Charge                   |
|----------|---------------------------------------------|
| Internet | From \$99 + \$9.90 GST (\$108.90 incl. GST) |
| Data     | From \$99 + \$9.90 GST (\$108.90 incl. GST) |
| Voice    | From \$99 + \$9.90 GST (\$108.90 incl. GST) |
| Cloud    | From \$99 + \$9.90 GST (\$108.90 incl. GST) |

### Other Information

#### Customer Service

If you have questions regarding a new installation, an existing service or your bill please call us on 1300 769 691.

#### Complaints Handling

If you wish to make a complaint, please contact our specialist complaint resolutions team by email at [customer\\_relations@tpgtelecom.com.au](mailto:customer_relations@tpgtelecom.com.au)

#### Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within PIPE Networks, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us) or by phone on 1800 062 058.

This is a summary only – the full legal terms for your service are contained in your agreement with PIPE Networks which is available at [www.vocus.com.au/help-and-support/legal-contracts/pipe](http://www.vocus.com.au/help-and-support/legal-contracts/pipe)