

# CRITICAL INFORMATION SUMMARY

Fast Fibre 1Gbps, 2Gbps 5Gbps, 10Gbps - 48 Months



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Power NetworkX Fast Fibre provides your business with a business grade internet connection, delivered using TPG fibre infrastructure.

|                            |   |
|----------------------------|---|
| <b>Minimum Term</b>        | 48 Months   |
| <b>Included Call Value</b> | N/A – Broadband data only. Talk to us about our competitive SIP and Cloud PBX packages.   |
| <b>Inclusions</b>          | Your Internet service includes: <ul style="list-style-type: none"><li>• Minimum of 1 VLAN connecting internet with up to a maximum of 3 additional VLANs per service</li><li>• Symmetrical Speeds</li><li>• Unlimited Internet usage (Primary VLAN only)</li><li>• 99.95% Uptime Commitment</li></ul> |
| <b>Exclusions</b>          | <ul style="list-style-type: none"><li>• Services may not be resold and are for private business use only</li><li>• Services may not be used for connection between Data Centres</li><li>• Service does not include a modem. Bring your own (BYO) modem.</li></ul>                                     |

## INFORMATION ABOUT PRICING

All pricing excludes GST and is based on a single internet access VLAN. Additional VLANs are POA.

### PLAN DETAILS

|                               | Fast Fibre 1Gbps | Fast Fibre 2Gbps | Fast Fibre 5Gbps | Fast Fibre 10Gbps |
|-------------------------------|------------------|------------------|------------------|-------------------|
| <b>Minimum monthly charge</b> | \$649            | \$1,099          | \$1,699          | \$2,599           |
| <b>Minimum cost over term</b> | \$31,152         | \$52,752         | \$81,552         | \$124,752         |
| <b>Speed</b>                  | 1,000Mbps        | 2,000Mbps        | 5,000Mbps        | 10,000Mbps        |

### PRICING & PROMOTIONAL PRICING

Pricing in this Critical Information Summary is exclusive of GST and does not take into account any promotional discounts or custom pricing.

### EARLY TERMINATION

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

### ORDER WITHDRAWAL & RELOCATION FEES

Order withdrawal fees apply per the terms and conditions of your service, up to the full monthly fees multiplied by the months remaining. Relocation Fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocation within the same building or a new building on the same access network are POA
- Relocation to a new building on a different access network are not supported and attract full ETFs

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## OTHER INFORMATION

### CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Timeframes can depend on building management approval and site access.

### ETHERNET SPEEDS

Actual speeds you will receive will vary due to a number of factors such as the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered. The 1000Mbps speeds can be aggregated between up to four VLANs; charges apply per additional VLAN (POA). E.g. one VLAN can be allocated 200Mbps, a second can be allocated 100Mbps, and a third can be allocated at 700Mbps totalling 1000Mbps. By default, all bandwidth is allocated to the Primary VLAN for this plan, Off-Net Internet. Contact us for options on other VLANs.

### 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. Please check with Power NetworkX for the latest pricing.

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### FAULTS

We may charge an Incorrect Callout Fee or Fee for Service where a fault is lodged for this service or any associated Additional Services and: we or a supplier visit your premises and find no fault with the service; we or a supplier visit your premises and a fault is deemed to be with your own network or equipment; or, the technician cannot physically access your premises at the arranged time.

### CONTACT DETAILS

**Call Us:** 1300 797 428  
**Email Us:** [admin@powernetworx.com.au](mailto:admin@powernetworx.com.au)  
**Visit Us:** [www.powernetworx.com.au](http://www.powernetworx.com.au)  
**Address:** Unit 4/1 Sangiorgio Court,  
Osborne Park, WA 6017