

Fiber 400

Information about the service

This service provides high-speed Internet access via a fibre-optic-based connection delivered over Fibre technology to your premises.

Required Services & Availability

This service is not available everywhere. This service is delivered using TPG fibre and is only available in TPG fibre connected buildings. It is important that a service qualification test is performed before ordering this service.

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.

Minimum Term

The Service is supplied on a 24 or 36 Months contract..

What's Included and Excluded?

Your Fibre 400 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. The speed of the Internet service is up to 400Mbps/400Mbps.

Exclusions

Additional infrastructure The Technician will not:

- Install any cabling between the MDF and the Internal Distribution Frame (IDF) .
- Supply or install any router / firewall / network cabling / other equipment.

Information about Pricing

Monthly Charges

Minimum Contract Term	24 Months			36 Months		
Monthly Access Fee	\$799.00 + 79.90 GST	\$649.00 + 64.90 GST	\$499.00 + 49.90 GST	\$699.00 + 69.90 GST	\$549.00 + 54.90 GST	\$399.00 + 39.90 GST
Upfront Install Cost	\$0	\$1,200	\$2,300	\$0	\$1,200	\$2,300
Total Min. Cost Including Install)	\$21,093.60	\$18,333.60	\$15,473.60	\$27,680.40	\$22,940.40	\$18,100.40
Included Data	Unlimited Data (Symmetrical speeds up to 400MBPS)					

Relocation Fees

You must provide 40 business days advance written notice with details of the address you wish to move your service to. Relocation attracts additional fees.

Relocation Type	Fees
Relocation to a new building on the same access network	\$ 4,400.00*
Relocation within the same building	POA**
Relocations to a new building on a different access network	Not Supported

*This fee does not apply if you are in the final 3 months of your contract.

**Relocation charges vary depending on factors such as remaining contract length, service build requirements at the new location, and engineering fees. A comprehensive quote will be provided upon application.

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge.

Early Termination charge

Contract	Fees
24 Months Contract	Plan fee multiplied by the months remaining in your contract.
36 Months Contract	Plan fee multiplied by the months remaining in your contract.

Other Information

Usage Information

To check your current usage levels, login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. 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.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us.