

Fibre400



Fibre400 offers symmetric 400Mbps fibre-optic connectivity for over 6000 buildings with enterprise grade capability at prices never seen before.

Free Installation



3 Months Free



\$399 exc.
\$438.90 inc
per month



Save \$2198.90 in installation fees



High speeds to grow your business



Flexible and affordable connection

Limited building only. Request a service qualification check from our help desk to confirm if fibre is available in your building.

Market leading price

This great promotion provides reliable high-speed fibre for an exceptionally low monthly fee. Best of all, there is zero installation fee. That's a saving of \$2198.90! This offer is limited to selected buildings. Request a service qualification check from our help desk to confirm if fibre is available in your building.

Flat rate

Includes unlimited data. No excess data charges.

Capable

All products available on Fibre 400 include enterprise grade features delivered from a network that has been built from the ground up to support the most demanding requirements of business customers.

Superior reliability

Fibre 400 comes with a 99.95% service availability guarantee.

Address not serviceable?

Don't worry all is not lost. Vonex has access to several of the largest fibre-optic networks in Australia and will be pleased to offer alternate fibre internet options. Simply request a fibre Service Qualification Check from helpdesk@vonex.com.au Network Termination Unit is included in the prices, but all routers or network equipment are BYO and when utilising Vonex voice services on the connection need to be Vonex Quality Assured equipment.

Each type of service availability and speed is subject to a Service Qualification Check, which is dependent on the carrier networks at a specific address. Target lead in time for installation from date application is processed. Metro: New Service 20 business days, Existing Service 10 business days. Regional: New Service 30 business days, Existing Service 15 business days. If the service is being supplied over third party infrastructure, the expected lead time is 30 business days in all cases.



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Critical Information Summary: Fibre400

Description about this service:

The Internet service is provided over the selected carrier network (AAPT) and are available in specific buildings as determined by a Service Qualification Check enabled areas.

Minimum Monthly Charge Payable: \$438.90 per month

Maximum charge for early termination: \$15,800.40 / \$21,067.20 depending on plan selected

Minimum term applicable: 36/48 months depending on the plan selected

This offer is available for both 36 and 48 month contract periods. However, not all locations offer both contract lengths. Some can only offer the 48 month contract period. The Service Qualification check will determine the eligible contract lengths for this offer.

Bundling arrangements:

This service is not conditional on any bundling arrangements, but we do provide other telco services that can be included on one bill. Please contact us for further information.

Mandatory components:

Direct debit is required. Vonex reserves the right to credit check customers before approval and acceptance of an application for new services. The customer direct debit payments of bills are deducted 4 days after your email bill is issued.

Important conditions:

Vonex supplied NTU is supplied with the service. Customer supplied router will need to be installed by their own technician. For Quality of Service a Vonex approved model should only be installed.

This offer of \$0 install and 3 months plan fee waived is subject to remaining connected though full duration of the term. If you terminate prior to expiration of the term, Vonex reserves the right to invoice you for the 3 months' plan credit.

Early termination charges:

If you cancel the service before the end of contract term, a fee of 100% of the monthly rental, multiplied by the remaining months of the contract plus the waived monthly fee will be payable to Vonex.

Usage Information:

Up to date usage of the service can be obtained at 'View My Bill' at www.vonex.com.au or contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au.

Enquiries, feedback and complaints:

We are committed to providing you with excellent customer service. Please contact us on 1800 828 668, or email helpdesk@vonex.com.au if you have any question, would like to give feedback or make a complaint.

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during or first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 058 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>. This CIS is a summary only. Please contact Vonex for further information or visit our website www.vonex.com.au for full terms and conditions. This summary is valid as of August 2022.