

# BusinessFibre

## Information About the Service

This service provides the customer with data access via Ethernet technology to a specified address. The service is available Australia wide but may not be available in all locations. This service is a high bandwidth symmetrical access internet service utilising multiple carriers dependant on the customers location and needs. Standard contract term is 36 months.

The monthly plan fees include Internet access to the customer’s premises via a Fibre Network.

## Bundling Arrangements

This service is not conditional on any bundling arrangements, but Vonex does provide other telco services that can be included on one bill.

## Mandatory Components and Conditions

All orders are subject to a Service Qualification to confirm the premises can support the service. Not all bandwidth options are available to every premises. Delivery and completion of the service is dependent on infrastructure and delays, or additional charges may be incurred if additional cabling is required to complete the service.

The service may be provided as either an Internet or Ethernet Layer 2 connection delivered as Ethernet over optical fibre or copper depending on available infrastructure, the customer’s requirements and location of the customer premises.

All BusinessFibre services include a Service Level Agreement (SLA) and access to afterhours technical support via the Vonex priority support number. The service also includes proactive service monitoring during office hours and reactive service monitoring after hours, 7 days a week, unless otherwise specified on the order.

Any service modifications must be submitted by written request to Vonex. The technical availability and applicable fee for any service modification is provided by quotation and may result in an establishment fee and/or a new contract term.

Vonex will provide a Network Termination Unit (NTU). The NTU is the device that the service terminates on at the customer premises. Beyond the NTU a router may be required. Vonex may be able to provide a router, depending on the customer’s requirements, for an additional cost. The NTU is managed by and remains the property of Vonex.

## Information About Pricing

The monthly fee for a BusinessFibre service is provided by quotation and is billed in advance each month. BusinessFibre pricing will vary depending on the location, infrastructure, customer requirements and delivery method.

The following fees are the base line fees and represent a “from” price.

Speed Tier (Mbps)	Monthly Fee (exGST)	Maximum Total Contract Price (exGST)	Speed Tier (Mbps)	Monthly Fee (exGST)	Maximum Total Contract Price (exGST)
100/100	\$365	\$13,140	500/500	\$499	\$17,964
200/200	\$399	\$14,364	1000/1000	\$749	\$26,964
250/250	\$399	\$14,364			

An establishment fee is applicable for all BusinessFibre services and is provided by quotation. The establishment fee is payable prior to the order being processed by Vonex.

Relocation of the service to a new address does not release the customer from an obligation to pay any applicable early termination fee, unless approved in writing by Vonex. If the service is not relocated with Vonex for any reason, including but not limited to, Vonex being unable to deliver a service at a new location, any applicable early termination fee is payable in full.

At the end of the contract term, the Vonex monthly charges will continue at the same rate.

## Early Termination Charges

If the service is cancelled prior to the contract end date an early termination fee will apply. The maximum early termination fee payable is equal to the total of the remaining monthly access fees for the contract term.

If the order is withdrawn for any reason, before the Service Start Date, a cancellation fee may be issued. The amount of this fee depends on the stage of your order at the time it is cancelled as calculated by a third party. The Customer acknowledges that the withdrawal fees are calculated in accordance with the BusinessFibre Terms and Conditions constitutes a genuine estimate of Vonex's financial loss in the event that the Service is cancelled prior to the Service Start Date.

## Billing and Usage Information

Up to date usage of the service can be obtained at 'View My Bill' at [www.vonex.com.au](http://www.vonex.com.au) or contacting customer service on **1800 828 668** or emailing [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au).

All credit card transactions will incur an additional surcharge of 0.3%. Direct debit is required, direct debit payments are deducted 4 days after your email bill is issued.

## 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](mailto:helpdesk@vonex.com.au) if you have any questions or would like to give feedback. If you are dissatisfied with the service and wish to lodge a complaint, please email [helpdesk@vonex.com.au](mailto:helpdesk@vonex.com.au) or contact us by telephone **1800 282 668**. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vonex.com.au/policies](http://www.vonex.com.au/policies).

## Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problems or are unhappy and we will do our best to solve your problem. If you wish to contact the TIO, you can do so by calling **1800 062 058**. More information can be found at [www.tio.com.au](http://www.tio.com.au).

Please contact Vonex for further information or visit our website [www.vonex.com.au](http://www.vonex.com.au) for full terms and conditions.