

# CRITICAL INFORMATION SUMMARY

## Fibre250 (Unlimited Data Option)

### INFORMATION ABOUT THE SERVICE

**MINIMUM TERM**

The minimum term is 36 months.

**AVAILABILITY**

Fibre250 is only available to valid ABN holders located at a fully qualified address.

**WHAT'S INCLUDED AND EXCLUDED****Your service includes:**

- Aggregated 250/250Mbps symmetrical fibre connection
- Minimum of 1 service location connecting up to a maximum of 4 discrete products per service

- Unlimited Internet usage
- No excess usage or bandwidth shaping
- 99.95% uptime guarantee SLA

**SERVICE LIMITATIONS/EXCLUSIONS:**

Your service:

- May not be resold and is for private, single End Customer business use only
- May not be used for connection between Data Centres
- Is provisioned at the ordered bandwidth and cannot burst
- Cannot be upgraded to Fibre400 or Fibre1000

### INFORMATION ABOUT PRICING

Install Fee	36 Months / Minimum Monthly Charge	
\$0	\$399	Min. cost over term: \$14,364
\$1999	\$349	Min. cost over term: \$14,563

**PRICING INFORMATION**

The monthly charge depends on the contract length and installation fee you choose. All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA. All pricing contained herein is GST exclusive and does not factor in promotional discounts we may offer from time to time.

**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. See Databoxsolutions [standard terms](#) for more information.

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

### OTHER INFORMATION

**AVAILABILITY**

Fibre250 is limited to AAPT or Pipe on-net buildings and your address must be pre-qualified before a quotation can be provided.

**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 your 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 250/250Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 200/200Mbps, a second can be allocated 25/25Mbps and a third can be allocated at 25/25Mbps - totalling 250/250Mbps per Fibre250 service (additional charges apply - POA). Or use the entire 250Mbps bandwidth for use with one Unlimited data service. Fibre250 can be split up for use as an Unlimited Internet connection, or as a Private IP network connection.

**EQUIPMENT**

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

**BILLING**

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

**WE'RE HERE TO HELP**

If you have any questions, just call us on 1300 603 404 so we can serve you better or you can visit us at [databoxsolutions.com.au](#) for additional information.

**COMPLAINTS**

If you have any concerns or complaints, you can contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](#)