

CRITICAL INFORMATION SUMMARY

Vocus Internet Express Unlimited (\$1999 Install)

INFORMATION ABOUT THE SERVICE

WHAT'S INCLUDED AND EXCLUDED

Your Internet service includes:

- 1 x Static IP Address
- Unlimited Internet Usage with no peak or off peak restrictions
- No Excess Usage Charges

MINIMUM TERM

The minimum terms available are 36 & 48 months.

AVAILABILITY

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

INFORMATION ABOUT PRICING

Install Fee	Speed	36 Months Minimum Monthly Charge	48 Months Minimum Monthly Charge
\$1999	250Mbps	\$429 Min. cost over term: \$17,443	N/A
\$1999	500Mbps	\$529 Min. cost over term: \$21,043	N/A
\$1999	1000Mbps	\$749 Min. cost over term: \$28,963	\$679 Min. cost over term: \$34,591

PRICING INFORMATION

All pricing contained herein is GST exclusive and does not factor in promotional discounts we may offer from time to time. You may change your access speed once per month (excludes downgrades within the minimum term). There is a charge of \$499 to change the access speed on your service.

INSTALLATION CHARGES

Installation charges are listed above, and apply when the connection is scheduled for installation during business hours.

Should you require installation outside of standard business hours, we will provide a quote.

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.

OTHER INFORMATION

BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Databoxsolutions determines a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians).

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 may vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic and fibre transmission overheads. Whilst we classify these speeds as being guaranteed to the Network Terminating Device (NTD), the above factors

must be considered. Downgrades to lower speeds within the minimum term are not available.

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 Databoxsolutions for the latest pricing.

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