

## Critical information summary for your Business Ethernet plan

### Information about the service

Here's a quick summary of all the important bits about your plan.

It covers things like the length of your contract and how much you need to pay each month.

### Minimum Term

This plan has a 12,24 or 36 month minimum term.

### What's included and excluded?

Your SHDSL Internet service includes:

- Static IP Address

You receive unlimited Monthly Data Allowance, Your Monthly Data Allowance can be used at any time (day or night).

### Information about pricing.

The minimum monthly charge and minimum charge for the length of the contract is dependent on which connection speed you choose and what contract term you commit to:

Connection Speed	Minimum monthly charge	Minimum charge (12 months term, inc. installation fee)	Minimum charge (24 months term, inc. installation fee)	Minimum charge (36 months term, no installation fee)
10Mbps/10Mbps	\$299.00	\$4,687.00	\$7,775.00	\$10,764.00
20Mbps/20Mbps	\$399.00	\$5,887.00	\$10,175.00	\$14,364.00
40Mbps/40Mbps	\$599.00	\$8,287.00	\$14,975.00	\$21,564.00
80Mbps/80Mbps	\$699.00	\$9,487.00	\$17,375.00	\$25,164.00

### Installation fee

An installation fee is applicable on 12 and 24 month terms. Installation is free on a 36 month term.

Contract Term	Installation Fee
12 months	\$1099.00
24 months	\$599.00
36 months	\$FREE

### 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 commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

## Other Information

### Availability

SHDSL Internet is not available everywhere. This Ethernet service is delivered using Ethernet over Copper technology. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over. A service qualification is required to confirm if this service is available and what speed is available to your property.

In some cases there may not be sufficient copper lines available in your area for this service to work or for maximum speeds to be achieved. In these occasions, there may be the opportunity to install more copper which may attract additional fees and charges.

### Ethernet speeds

Actual speeds you will receive will 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.

Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

### 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. If you do purchase a router from us we will support, monitor and manage the router on your behalf. We recommend the Draytek 2860 Vigor router.

### 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 1800 358339 so we can serve you better. Or you can visit us at [www.cloudtelecom.com.au](http://www.cloudtelecom.com.au) for additional information, including to access information about your usage of the service.

### Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.cloudtelecom.com.au/policies](http://www.cloudtelecom.com.au/policies) and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

### Spend management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: <https://cloudtelecom-manageaccount.oneplatform.com/>

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