

GigaComm Business Internet

<b>Service Description</b>	GigaComm's Business Internet plans are enterprise-grade, layer 3 data services delivered over our independent, next-generation network, available in symmetric speeds ranging from 100Mbps to 5Gbps.						
<b>Minimum Term</b>	1 Month, 24 Months, 36 Months						
<b>Setup Charges (once-off, included in first monthly bill)</b>	<b>Contract Term</b>			<b>Setup Charge (excl. GST)</b>			
	1 Month (Small Business 100)			\$115			
	1 Month (All other plans)			\$500			
	24 Months			Nil			
	36 Months			Nil			
<b>Service Charges</b>	<b>Plan Name</b>	<b>Speed Tier (down/up)</b>	<b>Minimum CIR Component (down/up)</b>	<b>Minimum Monthly Charge (excl. GST)</b>	<b>Total Minimum Cost</b>		
					<b>First Month (includes once-off setup charges, excl. GST)</b>	<b>24 Months (excl. GST)</b>	<b>36 Months (excl. GST)</b>
	Small Business 100	100/100 Mbps	25/25 Mbps	\$245	\$360	\$5,880	\$8,820
	Business 250	250/250 Mbps	25/25 Mbps	\$295	\$795	\$7,080	\$10,620
	Business 500	500/500 Mbps	50/50 Mbps	\$395	\$895	\$9,480	\$14,220
	Business Gigabit	1000/1000 Mbps	100/100 Mbps	\$495	\$995	\$11,880	\$17,820
	Business 2Gigabit	2000/2000 Mbps	200/200 Mbps	\$695	\$1,195	\$16,680	\$25,020
	Business 5Gigabit	5000/5000 Mbps	500/500 Mbps	\$895	\$1,395	\$21,480	\$32,220
<b>What is Included?</b>	Features of this service include: <ul style="list-style-type: none"> <li>• Unlimited data usage</li> <li>• 99.95% availability backed by outage restoration targets</li> <li>• Priority ticket handling from our local support team</li> </ul>						
<b>Early Termination Charges</b>	If you cancel your service within the contract period, you must provide 30 days' notice and you will be charged an Early Termination Charge equal to the sum of the remaining months of your contract.						

Information about this Service

**Where is it available?**

This service is only available at GigaComm on-net buildings and serviceable coverage areas. Your address must be qualified before formal acceptance and commencement of service delivery.

**What do I need to access the service?**

GigaComm will provide a single Network Termination Unit (NTU) with one customer-facing 1000BASE-T Ethernet port (for services up to 1Gbps), or one customer-facing 10GBASE-T Ethernet port (for services above 1Gbps).

To achieve the full service experience, you will need a compatible router at your premises capable of the purchased service throughput.

**Internet Speeds**

Actual speeds you will receive may vary due to a number of factors, such as limitations on your hardware or software, internet traffic and the source or type of content being downloaded or uploaded.

GigaComm provisions all Business Internet services with a proportion of the designated speed as Committed Information Rate (CIR). See above for details.

**Qualifications**

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "fair use" policy available on our website.

The following limitations apply to your Business Internet service:

- For private business use only and may not be resold
- May not be used for internet aggregation or connection between data centres
- Border Gateway Protocol (BGP) is not available on this service

## Maintenance of Service Equipment

We may suspend services for a reasonable period of time to perform maintenance on the Service Equipment, provided that in each case, we will use our reasonable endeavours to give you reasonable notice (bearing in mind the urgency and nature of the work) of any interruption to the services and minimise any interruption to the services.

## Information about Pricing

### Monthly Charges

Refer to the above table.

### Optional add-ons

You may choose to add the following add-ons to your service:

Add-on	Monthly Charge (excl. GST)
Static Public IP address (IPv4)	\$6.82
Hosted PBX Voice lines	Refer GigaComm Office Voice plans

### Excess Usage

Business Internet is an unlimited internet service – there are no time restrictions and no excess usage charges. Our Fair Usage Policy applies.

### Equipment Fees

You may choose to supply your own router, however this will not be supported by the GigaComm team.

You can purchase a router from us outright or choose our managed router option in which case we will supply and manage the router for you. Postage and handling fees apply.

## Billing Information

### Billing Charges

Bills are sent each month to your registered email address, free of charge.

### Billing Date

Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

### First Bill Charges

Your first monthly invoice shows transactions for the following:

- Installation. The installation fee, and any payments you made to us prior to installation.
- Pro-Rata Charges. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
- Next period fees. The monthly fee for the next billing period.

### Payments

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

### GigaComm Customer Contacts

#### New Sales Details

Contact our sales team on [info@gigacom.net.au](mailto:info@gigacom.net.au)

#### Support Details

Contact our support team on [support@gigacom.net.au](mailto:support@gigacom.net.au)

#### Billing Details

Contact our billing team on [billing@gigacom.net.au](mailto:billing@gigacom.net.au)

### Customer Complaints and TIO Information

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.

You can contact GigaComm's complaint resolution team at [complaints@gigacom.net.au](mailto:complaints@gigacom.net.au)

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**.

For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)