GigaComm

Business Internet

Service Description	GigaComm's Business plans are 'Enterprise Grade' Internet Services delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises.				
Minimum term	1 Month, 24 Months, 36 Months				
Setup Fee (once off)	**Contract Term**			**Setup Fee (excl. GST)**	
	1 Month (Business 100)			$115	
	1 Month (All other plans)			$500	
	24 Months			Nil	
	36 Months			Nil	
Minimum Monthly Charge	**Plan Name**	**Speed Tier (down/up)**	**Minimum CIR component (down/up)**	**Minimum Monthly Charge (excl. GST)**	**Total Minimum Cost (excl. GST)**
	Business 100	100/100 Mbps	25/25 Mbps	$245	1 Month – $360 24 Months – $5880 36 Months – $8820
	Business 250	250/250 Mbps	25/25 Mbps	$395	1 Month – $895 24 Months – $9480 36 Months – $14220
	Business 500	500/500 Mbps	50/50 Mpbs	$595	1 Month – $1095 24 Months – $14280 36 Months – $21420
	Business Gigabit	1000/1000 Mbps	100/100 Mbps	$695	1 Month – $1195 24 Months – $16680 36 Months – $25020
What is included?	Features of this service include: ● Unlimited data usage ● 99.95% availability backed by outage restoration targets and rebates ● Priority ticket handling from our local support team				
Early Termination Charges	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?
Our Business Internet 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 NTU with 1 customer facing 10/100/1000 1000BASE-T ethernet port with your Business Internet service.

To achieve the full Gigabit experience, you will need a compatible router at your premises capable of Gigabit 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
● BGP is not available on this service

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 Cost (excl. GST)
Static Public IP address (IPv4)	$6.82
Ethernet Line – e-Line	POA
Hosted PBX Voice lines	See Hosted Voice (PBX) CIS

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.

Our managed router fees start from $35.00 (excl. GST) per month for a Gigabit capable router.

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:

- The setup fee (if applicable), and any payments you made to us prior to installation.
- Part-period fees. 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.

Other Information

GigaComm Customer Contacts

New Sales Details
Contact our sales team on info@gigacomm.net.au

Support Details
Contact our support team on support@gigacomm.net.au

Billing Details
Contact our billing team on 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@gigacomm.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