

GigaSpeed Business Internet

Business Internet			
Service Description	GigaComm's GigaSpeed Business Internet service is delivered over our fully independent next generation network to deliver gigabit speed internet access to your premises.		
Minimum term	1 Month, 12 Months or 24 Months		
Setup Fee (once off charge excl. GST)	Contract Term	Setup Fee	
	1 Month	\$500	
	12 Months	\$250	
	24 Months	Nil	
Managed Router (excl. GST)	TBC		
Minimum Monthly Charge (excl. GST)	Speed Tier	Minimum Monthly Charge	Total Minimum Cost
	1,000/250	\$395	1 Month - \$895 12 Months - \$4,990 24 Months - \$9,480
	1,000/1,000	\$695	1 Month - \$1,195 12 Months - \$8,590 24 Months - \$16,680
What is included?	<ul style="list-style-type: none"> • 1 static public IP address (IPv4) on all plans • Unlimited data usage • 99.9% uptime SLA • 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 sum of the remaining months of your contract.		

Information about this service

Where is it available?

Our GigaSpeed Business Internet is only available at GigaComm on-net buildings. Your address must be pre-qualified before a formal quotation can be provided.

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 GigaSpeed service.

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

Ethernet 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.

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 GigaSpeed 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.

Excess Usage

GigaSpeed 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

Your bill is generated on the 25th of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated to the end of that billing cycle;
- The minimum monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurring items used during that 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 accounts@gigacomm.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