

# CRITICAL INFORMATION SUMMARY

## Managed Fibre



### Description

MY NET's Managed Fibre service uses its own and third-party infrastructure to deliver broadband over end-to-end fibre direct to your premises.

Managed Fibre is a Layer 2 carrier-grade fibre service that delivers bandwidth with the highest speed, performance and reliability across the network. Managed Fibre enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7.

### Pricing information

Data Allowance	250	500	1000	2000	5000	10000
Unlimited Min/Max Monthly Charge (ex GST)	\$359	\$569	\$719	\$1,199	\$1,599	\$2,999
12-month Minimum Term Charge (ex GST)	\$4,308	\$6,828	\$8,628	\$14,388	\$19,188	\$35,988
24-month Minimum Term Charge (ex GST)	\$8,616	\$13,656	\$17,256	\$28,776	\$38,376	\$71,976
36-month Minimum Term Charge (ex GST)	\$12,924	\$20,484	\$25,884	\$43,164	\$57,564	\$107,964
Typical Business Download Speeds (9am - 5pm)	1:1 contention ratio					
Typical Business Upload Speeds (9am - 5pm)	1:1 contention ratio					
Early termination Charge	Number of months left in contract x monthly charge					
Downgrade Fee	Price difference between old plan and new plan x remaining months					
Minimum Term (Months)	12, 24 or 36 months					

Please note: The maximum term charges include the set-up fees of \$5,500 for a 12-month contract, \$3,500 for a 24 month contract and \$0 for a 36-month contract.

### What is the service?

This service delivers fast, reliable and scalable connectivity on our own and third-party infrastructure. Managed Fibre enables a symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7. Availability will depend on location.

### Where is it available?

Available as an upgrade to businesses within our Managed Fibre footprint, your business can access full end to-end fibre installed from the data centre back to your site with our Managed Fibre. However, a fibre build contribution may be applicable. Fixed Wireless and Satellite customers may be able to access this service following a manual service qualification check, call our team for more information.

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

Regardless of the technology type you currently have in place, we will need to install a Network Termination Unit (NTU). You will also need an Ethernet WAN-capable router. Where applicable, we will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be available for this appointment.

### Minimum term of the service

This service is over a 12, 24 or 36-month term.

## What is included?

Features of this service include:

- 1:1 Contention Ratio
- 99.95% service uptime
- No excess usage
- Static IP
- SLA: 24/7 (Gold Support Pack)

## Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle any of our bolt-on features like 4G backup, additional IP addresses, and monthly-charged enterprise grade router options.

## Qualifications

To obtain a service from us you must agree to our business terms and conditions available at [My-Net-Terms-and-Conditions.pdf](#)

Please note that this service may be restricted and/or

cancelled if:

- You fail to pay your bill.
- You are abusive to our staff
- You breach our terms and conditions

## Information about pricing

### Excess usage

There are no excess usage charges.

### Set-up fee

The set-up fees are \$5,500 for a 12 month contract, \$3,500 for a 24 month contract and \$0 for a 36 month contract. Also, a fibre build contribution may be applicable.

### Fibre build contribution

If a fibre build contribution is applicable this can be advised by Aussie Broadband before placing your order, or during the planning phase of the order.

### Other possible costs

If you bundle your broadband service with any of our bolt-on your monthly costs may be different.

## Exit Fee

If in contract, exit fee will be number of months left x monthly charge

## Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order. Planning phase \$899; Design Phase \$2,250; Build/Predelivery phase \$20,000 (ex GST).

## Downgrade fees

Modification charges apply where a plan is revised to a lower plan. The charge is calculated as follows: Reduction in monthly recurring cost x Remaining contract term.

Example: A customer is on a 36-month contract term, the current plan is 500M which costs \$569.00 ex GST per month the customer is 3 months into their contract term and has asked for a plan reduction to 250M, the plan cost is \$359.00 ex GST per month. The downgrade fee will be \$6,930 ex GST once off to enable the plan change. Fees may not apply to a increase in bandwidth apart from your monthly recurring cost.

## Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days written notice.

## Other Information

### Usage

You can check your usage via the customer portal.

### Customer Service

View our contact details online at [Contact Us - My Net](#)

### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>