

Description

MyNet Fast Fibre is a dedicated, business-grade fibre service designed to provide reliable and high-performance connectivity for business applications. The service is delivered over the Vocus fibre network and provides symmetrical upload and download speeds with dedicated 1:1 contention.

Fast Fibre is suitable for businesses that rely on cloud applications, video conferencing, large file transfers, hosted services and other bandwidth-intensive or business-critical applications.

MyNet Fast Fibre is supplied to customers of MY NET PTY LTD through our wholesale relationship with Vocus. Service availability is subject to network coverage, service qualification and the selected service speed.

Pricing information

SKU	MYN-FF250-36	MYN-FF500-36
Bandwidth	250 Mbps Symmetrical	500 Mbps Symmetrical
Term (Months)	36	36
Data Allowance	Unlimited	Unlimited
Once Off Installation Charge	\$0.00	\$0.00
Maximum plan cost per month	\$399.00 ex GST (\$438.90 inc GST)	\$499.00 ex GST (\$548.90 inc GST)
399Minimum Total cost over term	\$14,364.00 ex GST (\$15,800.40 inc GST)	\$17,964.00 ex GST (\$19,760.40 inc GST)

What is the service?

MyNet Fast Fibre is a business-grade fibre internet service delivered over the Vocus fibre network. It provides dedicated, symmetrical connectivity with matching download and upload speeds, making it suitable for businesses that require reliable, high-performance internet access for everyday operations, cloud services, voice, video conferencing and other business-critical applications.

Where is it available?

MyNet Fast Fibre is available at eligible business premises within the Vocus Fast Fibre network footprint. Availability is subject to service qualification and may depend on the location of the premises, existing network infrastructure and the ability for Vocus to deliver fibre to the site.

Not all service speeds are available at every location. MyNet will confirm service availability and the speeds that can be supplied before an order is accepted.

What do I need to access the service?

To access MyNet Fast Fibre, you will need a compatible router or firewall capable of supporting the speed of your selected service. Your premises must also have the required fibre infrastructure and network termination equipment installed or be able to have this installed as part of the service delivery.

Depending on your network setup, additional equipment or configuration may be required. MyNet can assist with confirming the requirements for your premises and selected service.

Minimum term of the service

The pricing shown in this Critical Information Summary is based on a 36-month minimum service term.

12-month and 24-month minimum service terms are also available. Different pricing and/or an installation charge may apply depending on the selected contract term and service location.

Any applicable installation charges and contract-specific pricing will be confirmed before your order is accepted.

What is included?

All MyNet Fast Fibre plans include:

- Dedicated 1:1 Contention Ratio
- Single Static IP Address
- Symmetrical Download and Upload Speeds
- 24/7 Technical Support
- 99.95% Service Availability SLA
- 4 Hour Fault Restoration Target

What is excluded?

The plan does not include:

- Router, firewall or other customer premises equipment unless specifically included in your order
- Internal network cabling, Wi-Fi equipment or network configuration beyond the service handoff point
- Additional Static IP Addresses unless separately purchased
- Managed IT, network or security services unless separately purchased
- Non-standard installation, civil works or additional site works where required
- Any services, equipment or features not specifically listed as included in your service

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 account.
- The linked primary mobile service is cancelled, transferred, suspended or changed to an ineligible plan.
- You breach MyNet's terms and conditions.
- You use the service for an unauthorised or prohibited purpose.
- You engage in abusive or threatening conduct towards our staff.

Information about pricing

Early Termination Charge

If you cancel your MyNet Fast Fibre service before the end of your minimum contract term, an Early Termination Fee (ETF) will apply.

The ETF will be calculated as 100% of the remaining contract value for the balance of your minimum contract term. Any other outstanding charges, including applicable installation or equipment charges, may also be payable.

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>