

# Critical Information Summary

## Telstra Fibre

Premium Plans	100	200	500	1000
Monthly Charge (ex GST)	\$369	\$429	\$649	\$929
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Static IP	Included	Included	Included	Included
Symmetrical Bandwidth	100 Mbps	200 Mbps	500 Mbps	1000 Mbps
Contract Term (Months)	36	36	36	36
Total Minimum Cost (ex GST)	\$13,284	\$15,444	\$23,364	\$33,444

### Information about the service

Telstra Fibre service uses Telstra Wholesale fibre network to deliver enterprise grade, symmetrical, fibre optic internet to over 27000 multi-tenanted business sites across Australia.

### Availability

This service is only available at Telstra on-net buildings. A service qualification must be completed before a formal quote can be provided.

### Requirements

You will need the following:

- Compatible firewall or router.
- Telstra may need to install equipment both inside and outside your premises.
- Network termination unit will be provided at no cost.

### Minimum Term

- This service is supplied on a 36-month term.

### Conditions

Service may be restricted, suspended, or terminated if:

- You fail to pay your bill.
- You abuse our team.
- You breach our terms and conditions or fair use policy which can be found at [www.ucpath.com.au/agreements](http://www.ucpath.com.au/agreements)

### Classes of Service

Telstra Fibre has two classes of service:

Standard: Contended Access

Premium: Uncontended Access

### Additional Pricing Information

#### Hardware Fees

You can bring your own compatible Telstra Fibre ready firewall/router or purchase one from UcPath. Chat with our team on 1300 882 888 for both outright and financed hardware options.

#### Fee For Service

In certain circumstances, there may be a need for additional installation work to deliver the Telstra Fibre service. These costs will be identified and presented to you for approval. These costs are referred to as Fee for Service, or FFS.

One-Time Payment: \$TBA

#### Feasibility Study Fee

A feasibility study may be required for Telstra to assess service availability and provide fee for service cost. You must pay the feasibility study charge of \$1,500 plus any Fee-For Service costs UcPath incurs.

UcPath will refund the feasibility charge if you proceed to order the Telstra Fibre service within the validity period of the study.

#### Installation Fee

Installation of the NTU to your premises is performed at no additional cost. You will require your IT person to connect the NTU to your firewall/gateway and to configure your network.

#### Paper Invoice Fee

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

# Critical Information Summary

## Telstra Fibre

### Payment Options & Fees

Direct Debit Bank Account	\$0.00
BPAY	\$0.90
Australia Post	\$3.00
Cheque	\$2.00
Visa	1.60%
Mastercard	1.60%
American Express	2.75%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per percentage of the total invoice and added to the following bill cycle.

### Late Payment Fee

Late or dishonoured payments incur a one-time fee of \$15 per event.

### Early Termination Charges

Early termination charge is calculated using service monthly spend multiplied by the remaining months. Example: If a \$369 100/100 Telstra Fibre service is disconnected or cancelled with 18 months remaining the formula would be:

$\$369$  (monthly service fee) x 18 (remaining months) =  $\$6,642$  plus GST and any outstanding charges.

### Fibre Order Withdrawal Fees

Post Order Receipt, but pre-order acceptance	\$0
Post order acceptance, but pre-access service confirmation	\$600
Post access service confirmation, but pre-service completion advice	\$2,275

### Fibre Relocation Fees

To another Fibre On-Net qualified site	\$4,500
--	---------

### Support

We have an all Australian-based team who can help you with any support, account, or sales enquiries. Please contact us via any of the below channels:

Phone: 1300 882 888  
Email: [support@ucpath.com.au](mailto:support@ucpath.com.au)  
Website: [www.ucpath.com.au/support](http://www.ucpath.com.au/support)

Our support hours are standard business hours Monday to Friday 9am to 5:00pm excluding public holidays.

### Complaints

If you are unhappy with the service you have received from us, please first contact our escalations manager at:

Phone: 02 9816 9810  
Email: [escalations@ucpath.com.au](mailto:escalations@ucpath.com.au)

### Ombudsman

If you are still unsatisfied with the outcome of your complaint you can contact the Telecommunication Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting their website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)