

Critical Information Summary

Dedicated Fibre

Plans	250	400	1000
Monthly Charge (ex GST)	\$349	\$399	\$699
Data Allowance	Unlimited	Unlimited	Unlimited
Static IP	Included	Included	Included
Symmetrical Bandwidth	250/250Mbps	400/400Mbps	1000/1000Mbps
Contract Term (Months)	36	36	36
Total Minimum Cost (ex GST)	\$12,564	\$14,364	\$25,164

Information about the service

Dedicated Fibre service uses AAPT infrastructure to deliver enterprise grade, symmetrical, fibre optic internet to your premises.

Availability

This service is only available at AAPT 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.
- AAPT 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 however may be extended to 48 months (customer will be notified at time of signup) if the service address is qualified as an AAPT near-net location to subsidise the increased fibre build cost.

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

Additional Pricing Information

Hardware Fees

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

Fibre Build Contribution

Buildings classified as near-net or off-net may require fibre to be built for the service to be delivered. In most cases this is completely subsidised however occasionally a one-time contribution may be required and will be advised prior to submission of your order.

One-Time Payment: \$TBA

Additional IP Addresses

Additional IP Blocks are charged per month.

/30 Block	\$15
/29 Block	\$35
/28 Block	\$60
/27 Block	\$130
/26 Block	\$245
/25 Block	\$475
/24 Block	\$950

Installation Fee

Installation is a one-time cost which is performed during standard business hours.

NTU Installation: \$0

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Paper Invoice Fee

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

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	1.90%
Diners Club	2.75%

All credit and debit card processing fees are charged as a per centage 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 \$349 250/250 Dedicated Fibre service is disconnected or cancelled with 18 months remaining the formula would be:

$\$349$ (monthly service fee) \times 18 (remaining months)
= $\$6,282$ plus GST and any outstanding hardware 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
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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
Website:	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

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