

CRITICAL INFORMATION SUMMARY

UNITI BROADBAND - BUSINESS PLANS

This summary may not reflect any discounts or promotions which may apply from time to time.

SERVICE SPEED	DATA	MONTHLY CHARGE	INSTALLATION CHARGES	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
24 MONTH PLANS					
Fibre 250	Unlimited	\$549	\$1099*	\$1648	\$14275
Fibre 400	Unlimited	\$799	\$1099*	\$1898	\$20275
Fibre 1000	Unlimited	\$1149	\$1099*	\$2248	\$28675
36 MONTH PLANS					
Fibre 250	Unlimited	\$379	\$1099*	\$1478	\$14743
Fibre 400	Unlimited	\$449	\$1099*	\$1548	\$17263
Fibre 1000	Unlimited	\$799	\$1099*	\$1898	\$29863
48 MONTH PLANS					
Fibre 250	Unlimited	\$349	\$1099*	\$1448	\$17851
Fibre 400	Unlimited	\$399	\$1099*	\$1498	\$20251
Fibre 1000	Unlimited	\$749	\$1099*	\$1848	\$37051

Identifiable speeds are the maximum attainable line speed. You will likely not experience these maximum speeds, please refer to the typical evening speeds in the [Key Fact Sheet](#).

*Installation charge is dependent on site location, this will be determined at the time of sales consultation and site assessment.

SERVICE DESCRIPTION

Your Business Fibre service is a symmetrical 250/400/1000Mbps fibre-optic connection to the Internet.

MONTHLY DATA ALLOWANCE

All business plans include unlimited data - there is no time restrictions and no excess data charges.

MINIMUM CONTRACT

The minimum terms available are 24,36 & 48 months.

AVAILABILITY

Business symmetrical fibre plans are only available to valid ABN holders located at a fully qualified address.

MANDATORY COMPONENT OF THE SERVICE/SET UP

You'll need a compatible router or firewall at your premises. Under the managed router option, we will supply and manage the router for you or you; under the unmanaged option, we will supply the router, but management is your responsibility.

SERVICE SPEEDS

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network. Many routers and Wi-Fi networks will bottleneck your connection to the Internet, especially with our faster fibre plans. You may upgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). The new plan begins at the commencement of the next month. The plan can be changed to any compatible fibre plan at additional cost.

All plans are subject to our Acceptable Use Policy. You must not use your service in an unreasonable manner which detrimentally affects our network.

BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds.

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If Uniti determines a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non contestable (the works can only be completed by the carrier's licenced technicians).

INSTALLATION CHARGES

Installation charges are listed above, and apply when the connection is scheduled for installation during business hours. Should you require installation outside of standard business hours, we will provide a quote.

CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Time frames can depend on building management approval and site access.

EARLY TERMINATION CHARGE (ETC)

If you are contracted to Uniti Internet on a 24-month, 36-month, or 48-month contract and you cancel your service, you will be charged an ETC of 85% of your remaining contract value. The customer may request disconnection of the service at any time in writing, however, Uniti Internet requires 30 days written notice to process the termination of the contract. A pro-rata invoice will be raised to cover any days in the 30-day period which falls after the end of the current billing period.

CONNECTION COST

Connection cost varies depending on the address being connected.

INVOICING OPTIONS

Credit card payment: Visa and Mastercard, American Express and non-automated payments (bank deposit, EFT, cheque, money order) are accepted ways of payment.

- Every failed payment incurs a charge of \$10 on your next bill.
- If you wish to avoid fees and charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@unitiwireless.com

MANAGE YOUR SERVICE ONLINE

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Uniti Internet service. You will also be able to track all your Uniti Internet invoices, make changes to your existing service and buy new services from this portal. Uniti Internet customer portal: <https://my.unitiwireless.com/>.

PRO-RATA BILLING

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

CUSTOMER SUPPORT

If you are experiencing a problem with your service, please contact us on 1300 847 201 or email us at support@unitiwireless.com.

COMPLAINTS

If you are not satisfied with the outcome of your request for support and you wish to lodge a complaint, please contact us on 1300 847 201 or email us at support@unitiwireless.com. If you are not satisfied with the outcome of your complaint and wish to escalate the matter further, please email complaints@unitiwireless.com.

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.

CUSTOMER AND SUPPORT CONTACT

SALES

8 30 am – 8 00 pm Monday to Friday;
9 30 am – 5 30 pm Saturday and Sunday.

Tel. 1300 899 303

ACCOUNTS

8 30 am – 8 00 pm Monday to Friday
9 30 am – 5 30 pm Saturday and Sunday

POSTAL ADDRESS

Level 1, 44 Currie Street, Adelaide, 5000