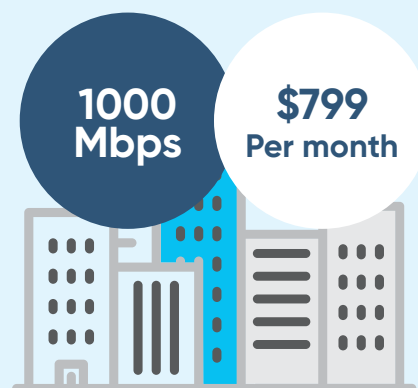


Fibre 1000 - What is it?

Fibre 1000 offers symmetric **1000Mbps** fibre-optic connectivity from over 130,000 buildings with enterprise grade capability at prices never seen before. Check the Fibre 1000 building list to see if the address is on net or request a service qualification from our help desk.



Our Product Range

MONTHLY PLAN FEE	CONNECTION FEE	AGREEMENT TERM	PLAN CODE	TOTAL COST
\$799	Zero	48 months	AFIB01	\$38,352
\$1099	Zero	36 months	AFIB02	\$39,564
\$1299	Zero	24 months	AFIB03	\$31,176
\$950	\$1099	36 months	AFIB04	\$34,200
\$1099	\$1099	24 months	AFIB05	\$26,376
\$799	\$2199	36 months	AFIB06	\$28,764
\$950	\$2199	24 months	AFIB07	\$22,800

Market leading price

Your choice of contract term and upfront payment determines your monthly commitment—simple!

Flat rate

All options include unlimited data. No excess data charges.

Capable

All products available on Fibre 1000 include enterprise grade features delivered from a network that has been built from the ground up to support the most demanding requirements of business customers.

Superior reliability

Fibre 1000 comes with a 99.95% service availability guarantee.

Address not serviceable?

Don't worry all is not lost. Vonex has access to several of the largest fibre-optic networks in Australia and will be pleased to offer alternate fibre internet options. Simply request a fibre Service Qualification Check from helpdesk@vonex.com.au Network Termination Unit is included in the prices, but all routers or network equipment are BYO and when utilising Vonex voice services on the connection need to be Vonex Quality Assured equipment.

Each type of service availability and speed is subject to a Service Qualification Check, which is dependent on the carrier networks at a specific address. Target lead in time for installation from date application is processed. Metro: New Service 20 business days, Existing Service 10 business days. Regional: New Service 30 business days, Existing Service 15 business days. If the service is being supplied over third party infrastructure, the expected lead time is 30 business days in all cases.

Critical Information Summary

Information about the service

These products are delivered using the available carrier fibre network and has a minimum 24 to 48 month term depending on the plan. If the carrier network is not available the product can't be delivered. • Monthly access fee is charged in advance from date of activation. • All Customers will be set up on direct debit via credit card or bank account only, if IP services are included on your account, the Direct Debit will be deducted 4 days aer your email bill is issued. • Offer excludes hardware and equipment unless indicated. Actual speed may vary due to a number of factors including network configuration, line quality and length, exchange type, customer premises, interference, traffic, equipment and soware.

A copy of the SLA can be obtained from our website; www.vonex.com.au

Information about pricing

Minimum monthly charge for each plan is: Minimum Monthly charge for each plan: AFIB01-\$799, AFIB02-\$1099, AFIB03-\$1299, AFIB04-\$950, AFIB05-\$1099, AFIB06-\$799, AFIB07-\$950; The minimum total payment over the contract period for each plan: AFIB01-\$38,352, AFIB02-\$39,564, AFIB03-\$31,176, AFIB04-\$34,200, AFIB05-\$26,376, AFIB06-\$28,764, AFIB07-\$22,800. Early Termination Fee is the number of months remaining in the agreement term times the Monthly Fee.

Other Information

• Up to date usage of the service can be obtained by contacting customer service on 1800 828 668 or emailing helpdesk@vonex.com.au • If you wish to contact Vonex in respect to a dispute, please email helpdesk@vonex.com.au • If the Vonex dispute resolution process does not finalise a dispute, the Telecommunications Industry Ombudsman may be contacted on 1800 062 058 or online at www.tio.com.au



Contact your Vonex dealer