

# CRITICAL INFORMATION SUMMARY

Fibre1000 | January 2019



## INFORMATION ABOUT THIS SERVICE

Below is a summary of all the important information about your Fibre1000 plan. It covers items like the length of your contract and how much you need to pay each month.

### Minimum Contract Term

The minimum term is either 24, 36, or 48 months. This depends on the plan option you choose below.

### What's Included and Excluded?

Your service includes:

- Aggregated 1000/1000Mbps symmetrical fibre connection
- Minimum of 1 service location and up to a maximum of 4 discrete products supported per service (split product POA)
- Unlimited Internet Usage with no peak or off peak restrictions
- No Excess Usage Charges
- 99.95% Uptime Guarantee SLA

Service limitations:

- Service may not be resold and is for private business use only
- Service may not be used for connection between Data Centres
- Service are provisioned at the ordered bandwidth and cannot burst
- Service cannot be downgraded to Fibre400

## INFORMATION ABOUT PRICING

The monthly charge depends on the contract length and installation fee you choose. All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA.

### Minimum and Maximum Monthly Charges

Installation Fee	24 Month	36 Month	48 Month
\$0	\$1199 (Min charge \$28776)	\$1099 (Min charge \$39564)	\$799 (Min charge \$38352)
\$999	\$1049 (Min charge \$26175)	\$949 (Min charge \$35163)	N/A
\$1199	\$899 (Min charge \$23575)	\$799 (Min charge \$30763)	N/A

### Early Termination Charge (ETC)

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract.

You must provide 30 days' written notice to us to disconnect a service.

### Order Withdrawal

If you withdraw your order prior to the associated service completion advice being issued by Harbour ISP, the following order withdrawal fees will apply:

- Post Order receipt but Pre-Order Acceptance = \$0
- Post Order Acceptance but Pre-Access Service Confirmation from the carrier to Harbour ISP = \$880
- Post Access Service Confirmation but Pre-Service Completion Advice from the carrier to Harbour ISP = \$8,800

### Service Relocation

Relocation fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocations within the same building are POA
- Relocations to a new building on the same access network (i.e TPG MetroE or PIPE MetroEthernet) incur a fee based on the remainder of your contract term - this is POA
- Relocations to a new building on a different access network are not supported, full ETF applies

## OTHER INFORMATION

### Availability

Fibre1000 is limited to TPG or Pipe on-net buildings and your address must be pre-qualified before a quotation can be provided.

### Connection Timeframes

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

### Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered. The 1000/1000Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 200/200Mbps, a second can be allocated 100/100Mbps and a third can be allocated at 700/700Mbps - totaling 1000/1000Mbps per Fibre1000 service (additional charges apply - POA). Or use the entire 1000Mbps bandwidth for use with one Unlimited data service. Fibre1000 can be split up for use as an Unlimited Internet connection, or as a Private IP network connection.

### Equipment

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

### Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, 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@harbourisp.com.au](mailto:accounts@harbourisp.com.au)

## Harbour ISP Customer Contacts and Support

#### General Enquiries

[operations@harbourisp.com.au](mailto:operations@harbourisp.com.au)

#### Contact Numbers

Tel: 1300 366 169  
Fax: 1300 766 909

#### Postal Address

Harbour ISP Pty Ltd, Po Box 572,  
MUDGEES NSW 2850

#### Sales

[sales@harbourisp.com.au](mailto:sales@harbourisp.com.au)  
8.30am-5.30pm Monday to Friday

#### Accounts

[accounts@harbourisp.com.au](mailto:accounts@harbourisp.com.au)  
8.30am-5.30pm Monday to Friday

#### Technical Support

[support@harbourisp.com.au](mailto:support@harbourisp.com.au)  
8:30am to 10:00pm Mon to Fri, (AEST)  
and 9:00am to 10:00pm on weekends

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at [operations@harbourisp.com.au](mailto:operations@harbourisp.com.au) or call 1300 366 169.

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](http://www.tio.com.au).

### Customer Service Details

Contact our Sales Team on [sales@harbourisp.com.au](mailto:sales@harbourisp.com.au) or call 1300 366 169 for more information about your service and to order. This is a summary only - the full legal terms for broadband services are available at <http://www.HarbourISP.com.au/terms>.