

Ethernet Business Broadband



CRITICAL INFORMATION SUMMARY

Information about the service.

Here's a quick summary of all the important bits about your **Ethernet Business Broadband Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for post-paid symmetrical access to the Internet via an Ethernet broadband service where available. It gives you access to our network and allows you to download and upload data.

MINIMUM TERM

The minimum term is **24 months**.

What's Included and Excluded?

Your IP Line service includes:

- **Static IP Address**

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restrictions on your use and no excess usage charges.

Information about pricing.

The **monthly charge** depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1
2Mbps	\$450
4Mbps	\$480
6Mbps	\$510
8Mbps	\$540
10Mbps	\$610
16Mbps	\$720
18Mbps	\$750
20Mbps	\$780
30Mbps	\$1,240
40Mbps	\$1,290
50Mbps	\$1,530
70Mbps	\$1,710
80Mbps	\$1,750
100Mbps	\$1,850

You may change your plan once per month. There is no charge to upgrade your access speed (i.e. 2Mbps to 4Mbps) however there is a charge to downgrade your access speed (i.e. 4Mbps to 2Mbps) of **\$357.50**.

CONNECTION CHARGE

There is no connection fee for this service. This is for connections scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

EARLY TERMINATION

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' notice to us to disconnect a service.

Other Information

AVAILABILITY

IP Line is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get IP Line, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work

ETHERNET SPEEDS

- Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than on devices connected by a fixed Ethernet cable.

EQUIPMENT

You may use your own router provided it is compatible with our service, however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf.

Got Any Questions?

 **1300 651 350**

 **info@candour.com.au**

 **www.candour.com.au**



The total minimum amount that you will pay for the length of your 24 month contract depends on the plan that you choose

Access Speed	Zone 1
2Mbps	\$10,800
4Mbps	\$11,520
6Mbps	\$12,240
8Mbps	\$12,960
10Mbps	\$14,640
16Mbps	\$17,280
18Mbps	\$18,000
20Mbps	\$18,720
30Mbps	\$29,760
40Mbps	\$30,960
50Mbps	\$36,720
70Mbps	\$41,040
80Mbps	\$42,000
100Mbps	\$44,400

All prices Inc. GST

Other Information

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.

WE'RE HERE TO HELP

If you have any questions, just call us on **1300 651 350** so we can serve you better. Or you can visit us at www.candour.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.candour.com.au

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

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