

Critical Information Summary

FIBRE Plans – Fibre 400 and Fibre 1000

INFORMATION ABOUT THE SERVICE

Service Description

Nexgen Cloud Fibre is a symmetric internet service provided over Fibre infrastructure. Nexgen will utilise existing Fibre in buildings where the Fibre 400 and Fibre 1000 products are available. Fibre 400 and Fibre 1000 speeds are an UP TO Speed service. Speeds for the Fibre 400 are up to 400mbps download and 400mbps upload. Speeds for the Fibre 1000 are up to 1000mbps download and 1000mbps upload.

Installation Requirements and Availability

For a Nexgen Fibre service to be active, there is a requirement for the site address to qualify as per Nexgen's qualification tool. Nexgen Fibre services are only available at certain buildings and are all subject to capacity and infrastructure. The Fibre services require a compatible Fibre 400 or Fibre 1000 modem to function and to also achieve the maximum speeds. Nexgen DOES NOT provide any modem or router with the service and it is the customers responsibility to obtain and manage this device. Delivery time frames are up to 55-75 business days. These time frames may extend and Nexgen will advise the customer accordingly. The customer will also require a minimum of 2RU rack space in their communications cabinet to house the Fibre NTU. Nexgen's provisioning coordinators will also work with you to engage building management to gain access to the building including MDF's, risers and other common areas.

Minimum Term

Nexgen Fibre Plans have a minimum contract term of 36- and 48-months.

Features Included with The Product

Nexgen Fibre services come with 1 static IP address. Additional IP address's can be purchased. Speak to Nexgen about pricing on additional IP addresses.

Exclusions

Nexgen Fibre plans do not come with any form of network management. Management of firewalls, modems, racks, cabling, patch panels or any other IT infrastructure or software is not the responsibility of Nexgen with this product. Nexgen does not supply any modems or routers with these Fibre services.

INFORMATION ABOUT PRICING

Monthly and Once-off Charges

Nexgen Cloud Fibre plans available are listed below, outlining; monthly plan fee, term and the minimum total costs.

Early Termination Fees

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied the remainder of the contract term. (E.g. if your minimum monthly charge for a plan is \$399 and you decide to cancel the plan with 8 months remaining, the early termination fee will be calculated at \$399 multiplied by 8). To cancel a plan Nexgen will require 30 days written notice from the authorised contact.

OTHER INFORMATION

Billing and Payment Information

Nexgen's method of bill delivery is via email. Nexgen can email one or multiple email addresses the monthly invoice. Invoices can be viewed online at www.nexgen.com.au. Customers can email our billing team at billing@nexgen.com.au or contact us on 1300 02 04 02.

Payment for the phone account is strictly by direct debit only. Customers can choose a bank account or credit card. Credit card direct debits will incur a fee per transaction. Fees are currently charged at 1.5% for all Visa and Mastercard payments and 2.0% for all American Express payments. Late payment fees of \$35 (ex GST) will apply where invoices are not paid by the due date.

Contacting Nexgen

Customers can contact Nexgen on 1300 02 04 02 to discuss any billing, support or hardware enquiries. You can also email our billing department at billing@nexgen.com.au.

If you are not satisfied with the outcome or service provided to you, you can email support@nexgen.com.au.

If you are still unsatisfied with the actions by Nexgen and the resolution, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 to assist you further.

Pricing Schedule

FIBRE PLAN	FIBRE 400	FIBRE 1000
Monthly Fee	\$399	\$699
Monthly Included Data	Unlimited	Unlimited
Minimum Term	36 Months	48 Months
Installation Fees	\$2,299	Site Dependant - Quotes will be provided if applicable
Relocation Fee	Up to \$5000 and dependant on availability	Up to \$5000 and dependant on availability
Minimum Total Cost	\$14,364	\$33,552
Modem / Router included	No	No

Please Note:

- Pricing schedule listed above Includes GST
- Pricing is on a per month schedule.
- Delivery and pricing of the above services are all subject to capacity and infrastructure