



Pacific Your Total ICT Solutions Provider
PO BOX 235, Summer Hill NSW 2130
PH: 1800 007 777
www.ipacific.com.au
E: info@ipacific.com.au

Critical Information Summary For 250M Fibre Connection 36 Months

Information about the service

Fibre Internet is a symmetrical service up to 250Mbps/250Mbps fibre-optic connection to the client's site and includes unlimited internet usage. This is limited to AAPT/TPG on-net buildings. Your address must be prequalified before a formal quotation can be provided.

Information about pricing

Minimum Monthly Charge

Up to 2500Mbps

Installation Fee	Monthly
\$0	\$329.00/month
Additional IP	\$5.00/month/IP

Minimum term applicable

36 Month Term.

Cancelling the service midterm will mean the remaining months must be paid out as calculated in the ETP below.

The \$1999 set up fee is currently waived till Dec 2021.

Note there is pricing available on 24 & 48 months & this can be quoted on request.

Maximum charge for Early Termination

Monthly Recurring Charges	250Mbps 36 month Term	36 Month Term Early termination
Unmetered Subject to Fair Use Policy	\$329.00	\$11,844.00

Pricing + GST.

All connections subject to pro-rata.

Notes:

Includes both downstream and upstream data.

Data allowance expires on service anniversary each month.

All services include a static IP address.

Mandatory components

An NTU is provided with the service. A suitable router configured by a qualified Cisco technician is at an additional cost with approx. figures below.

Optional Extra Charges

Hardware & Installation	Purchase price
Refurbished Cisco Router	Approx. \$530.00
Installation price to be confirmed \$60 call out \$190/hour	TBC



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Item	Comment
Bandwidth	Aggregate 250Mbps
NTU	TPG will provide a Huawei S5300-10P-LI-AC NTU
Ports	4 customer facing 10/100/1000 base-T ports
	Dimensions 250mm X 180mm X 43.6mm
Service Level Agreement	99.95% Availability backed by Outage Restoration targets with rebates
Technical Support	24 X 7 X 365

Lead Times

Once the order is placed it is generally 35 business days depending on Fibre availability.

Support & Outages

Should you experience a problem with the 250M service please call us on 1800 00 77 77 or email us at service@ipacific.com.au
This service is backed by 99.9% uptime & support 24X7.

Billing

iPacific invoice on the 5th of each month unless this falls on a weekend then it will be the following day. Clients have 14 days to pay otherwise they will receive a \$10 late payment fee or 5% of the outstanding for clients owing more than \$200 + GST.

Enquiries, feedback & complaints

We are committed to providing you with excellent customer service. Please contact us on 1800 00 77 77 or info@ipacific.com.au
Our Complaints Handling Policy can be viewed at <https://ipacific.com.au/legal/>

Telecommunications Industry Ombudsmen (TIO)

We encourage you to contact us first if you experience a problem to allow us to rectify the matter. If you wish to contact the TIO you can do so as follows:

Ph: 1800062058

Fax: 1800630614

Online: <http://www.tio.com.au/making-a-complaint>

This Critical Information Summary is valid as of Oct 2021.