



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 400M Fibre Connection 36 Month Term

Information about the service

Fibre Internet is a symmetrical service up to 400Mbps/400Mbps 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 400Mbps

Installation Fee	Monthly
\$0	\$400.00/month
Additional IP	\$5.00/month/IP

Minimum term applicable

36 Month Term.

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

\$0 installation fee is normally \$1999 this promotion is subject to change in Dec 2021 however may still be available in 2022.

Maximum charge for Early Termination

Monthly Recurring Charges	400Mbps 36 month Term	36 Month Term Early termination
Unmetered Subject to Fair Use Policy	\$400.00	\$16,400.00

Notes:

Includes both downstream and upstream data.

Data allowance expires on service anniversary each month.

All services include a static IP address subnet IP can be purchased at any time.

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

All Rates included in this document are GST exclusive.

All monthly fees are subject to pro-rata upon connection of the service.



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Item	Comment
Bandwidth	Aggregate 400Mbps
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 400M 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.