

Critical Information Summary

Ethernet First Mile

This is a summary only. See full product details at www.meshtelco.com.au

Information About This Service

Ethernet First Mile is a symmetrical internet service delivered using copper lines for speeds up to 20Mbps down and 20Mbps up. It is delivered by using multiple lines giving you a higher availability rate versus traditional ADSL services. This service is intended for businesses who require constant throughput of data regardless of time of day, of use or other environmental factors. Ethernet First Mile is available from Mesh as an internet product.

Contract options

We offer flexibility of 12, 24 and 36 months options.

What's included

- Physical link to MDF (Main Distribution Frame) or Socket whichever comes first
- Network Termination Unit (NTU)

What's Not Included

- Cabling between MDF and IDF (Internal Distribution Frame).
- Router/Firewall/Network Cabling/Other Equipment

You are required to provide

- Access to MDF for technician visits
- Notify us if site induction is required
- Power for NTU
- Correct service address
- Spare lines for the service to be install
- Cabling between the MDF and IDF to be provided by the customer

Important conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Information About Pricing

All prices exclude GST.

Monthly Access Cost

Mesh MBE 10Mbps - 20Mbps			
200GB			
	12 months	24 months	36 months
Monthly charge	\$270	\$270	\$270
Full cost	\$3,240	\$6,480	\$9,720
500GB			
	12 months	24 months	36 months
Monthly charge	\$330	\$330	\$330
Full cost	\$3,960	\$7,920	\$11,880
1000GB			
	12 months	24 months	36 months
Monthly charge	\$440	\$440	\$440
Full cost	\$5,280	\$10,560	\$15,840

Critical Information Summary

Ethernet First Mile

Service Availability

Ethernet First Mile is available in 420 exchanges and growing, to determine whether your location is eligible we will need your service address and/or phone number. If your service address is greater than 3 kms and/or has other incompatible equipment between the exchange and your service address, the service will not be available to you.

Speed

To achieve the maximum speed you will need to be within 1.4km from the exchange, available speed will decrease from this point. Other issues that may affect getting the maximum speed are electrical interference and quality of the copper between the exchange and your service address.

Installation

Is done in 4 steps and takes up to 20 business days.

- Ordering of link
- Installation of link
- Connect link to NTU
- Service Activation and Billing

Installation Lead Time Targets assume that the relevant infrastructure and capacity is already established at the Customer Site. When infrastructure or capacity is not available, the Installation Lead Time Targets will be revised. Updates will be sent via email.

Relocation

If you decide to relocate your service we require 40 business day notice via email with the service address to wish to move to.

The cost of relocation is dependant on where you are in your contract, we can discuss this over the phone.

If you are relocating a Service, We cannot guarantee that we will be able to provide the Service at the new Site. If you relocate to a service area where the service cannot be relocated you will be required to pay the ETF (Early Termination Charge)

Extra wires

There is a cost of \$150 per month extra regardless of which plan to go from 4 wire to 6 wire plus another \$150 per month extra to go from 6 wire to 8 wire should you choose that option and if it's available.

Installation Cost

12 month contract is \$1299
 24 month contract is \$799
 36 month contract is \$0

Excess Usage

Excess Usage Charge		
200GB	500GB	1000GB
\$0.47 (\$/GB)	\$0.44 (\$/GB)	\$0.43 (\$/GB)

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information via email but you can request a paper bill at a cost of \$3.00. Direct Debits are typically processed on the 15th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

Changing Plans

You can upgrade or downgrade your plan at any time. Changes come into effect at the beginning of the next billing cycle. A fee will apply if you choose to downgrade your plan

Critical Information Summary

Ethernet First Mile

Other Information

Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820. We will also send email/SMS notifications when you reach ~50%, ~85% and ~100% of your monthly quota.

Contact Details

Phone: 1300 080 820
Fax: 1300 031 288
Email: customersuccess@meshtelco.com.au
Website: www.meshtelco.com.au

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 080 820 or by sending an email to customersuccess@meshtelco.com.au if you have any questions, would like to give feedback or complain.

before the end of the contract term.

Cancellation

If the order is withdrawn before order of acceptance is received there is no charge, but if accepted standard 12 month installation charge applied. We require one calendar month written notice. If you are in contract you will be required to pay out the remaining months or ETF early termination charge. Remaining Months x Monthly Access Cost = ETF

Telecommunications Industry Ombudsman (TIO)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

TTY: 1800 675 692

National Relay Service Call on 1800 555 677 then ask for 1800 062 058

Website: www.tio.com.au/making-a-complaint

Mail: PO Box 276, Collins Street West, VIC 8007