

See full product details at www.alltel.com.au/fibre-400

INFORMATION ABOUT THIS SERVICE

Description

Alltel Fibre 400 is a symmetrical fibre business internet service that delivers speeds of up to 400 Mbps handed off as Ethernet. This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload/download) and is always subject to our [Acceptable Use policy](#).

Hardware

You will need a gigabit router in order to handle the 400 Mbps upload/download speeds. We recommend you contact your IT service provider to find a suitable router. We do not provide support for hardware purchased from other vendors.

Minimum term

This service is available either as a 24 month or 36 month term.

PLAN	CONTRACT TERM	PLAN	CONTRACT TERM
FIBRE GO 24	24 months	FIBRE 24	24 months
FIRBE GO 36	36 months	FIBRE 36	36 months

Inclusions

Static IP address

1 static IP address is included with this service.

Installation

The Technician will only have access until the network boundary and will only install the Network Terminating Unit (NTU). Your IT service provider will be responsible for installing the rest of your devices (cabling, firewall, switches and routers).

Exclusions

Additional Infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF), and will not supply or install any router / firewall / network cabling / other equipment.

Relocation of existing Alltel Fibre 400 service

You must provide 40 business days advance written notice with details of the new service address. If still in contract, an ETC will apply for the old service along with additional relocation fees. See applicable charges below.

RELOCATION TYPE	FEE
Relocation to a new building on the same access network	\$4400*
Relocation within the same building	POA**
Relocations to a new building on a different access network	Not supported

*This fee does not apply if you are in the final 3 months of your contract. The setup fee, early termination fee, and a relocation charge will still apply.

**Relocation charges vary depending on factors such as remaining contract length, service build requirements at the new location, and engineering fees. A comprehensive quote will be provided upon application.

Any relocation will result in the customer having to pay for a setup fee for the new location, early termination fee, and relocation charge.

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualifications

Availability

This service is available in over 1,000 premises (and is growing). Contact our Sales team on 1300 255 835 (1300 ALLTEL) to determine the service availability at your location.

Installation

A Technician will need to attend your premises in order to install this product; they do require access inside the property. The Technician may need to attend more than once. You will not be charged for these site visits, unless you change a scheduled appointment. Alltel is not responsible for these charges as they are imposed by a third party supplier. You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket – whichever comes first
- Communications rack or server rack (Supply a suitable installation location - ie. communications rack for the service)
- Inform us if a site induction for the Technician is required

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Your minimum monthly charge depends on your plan & whether you choose to pay setup (installation) costs upfront or on a monthly basis.

PLAN	SETUP CHARGE	MINIMUM MONTHLY CHARGE
FIBRE GO 24	\$0	\$795
FIBRE GO 36		\$695

PLAN	SETUP CHARGE	MINIMUM MONTHLY CHARGE
FIBRE 24	\$2000	\$595
FIBRE 36		\$495

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30 day notice to cancel your service.

Upgrades and Downgrades

Plan upgrades and downgrades are not available and do not apply for this service.

Early termination charge 'ETC'

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term, calculated as follows: $ETC = \text{remaining contract term (in months)} \times \text{monthly charge}$

Cancellation prior to order completion

Orders cancelled or withdrawn prior to notification of service completion incur charges.

STATUS	CANCELLATION CHARGE
Logical build not yet commenced	\$150
Logical build commenced and physical build not yet commenced	\$450
Physical build commenced	\$4400

Additional charges may apply

Additional fees and charges may apply, refer to our [Fees and Charges](#) schedule.

OTHER INFORMATION

Managing your service, including usage information

Log in to Alltel's customer portal at any time to view your services, view reports, and access your bills.

Enquiries, feedback, technical support, and complaints

Our expert team is here to help.

ALLTEL CONTACT DETAILS	
Phone	1300 255 835 (Option 4)
Email	support@alltel.com.au / complaints@alltel.com.au
Live chat	Start a session directly from www.alltel.com.au
Fax	1300 255 855

Please refer to our [Complaint Handling Policy](#).

Telecommunications Industry Ombudsman ("TIO")

You should always contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem during our first contact with you. Note that the services of the TIO are free of charge.

TIO CONTACT DETAILS	
Phone	1800 062 058
Fax	1800 630 614
Online	http://www.tio.com.au/making-a-complaint