PERTH SYSTEMS PTY LTD

Critical Information Summary

Perth Systems Pty Ltd | ABN: 34 159 663 975

Utopia Broadband - Business NBN – Month to Month Term

Service to be provided: Uses NBNco infrastructure to deliver broadband to your premises

Data Allowance	Starter 25/10	Intermediate 50/20	Essential 100/40	Advanced 250/100	Pro 500/200	Ultimate 1000/400
Unlimited Minimum Monthly Charge	$69	$79	$109	$209	$319	$429
Unlimited Maximum Monthly Charge	$69	$79	$109	$209	$319	$429
Typical Business Speeds (9am - 5pm)	24Mbps	48Mbps	97Mbps	244Mbps	489Mbps	600Mbps
Early Termination Charge	$0	$0	$0	$0	$0	$0
Minimum Term (Months)	1	1	1	1	1	1

Information about the service:

What is the service?

Perth System's Utopia Broadband service uses NBNCo Infrastructure (EG FttP, HFC, FttC or FttN to deliver broadband to your premises. These services provide typical busy period download speeds listed for each plan in the table above.

Where is it available?

This service is available anywhere where NBN has been rolled out. Please contact our sales team to check if our Utopia Broadband service is available at your location.

What do I need to access this service?

- Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be present for this appointment.

- You will need an NBN-ready modem/router

- FttC customers will also need an NBN network connection device & HFC will need an NBN Network Termination Device provided free of charge by NBNCo.

Important note for FttN and FttC customers:

- Your copper phone line will be taken over by this connection. This means that you need to transfer to an IP phone service (internet based phone) or you will lose your current landline phone connection.

- You may find that all the phone sockets within your premises are disabled

We strongly recommend having you new service installed on a second line as a safety net for businesses during the change over.

What is included:

Features of this service include:

- Static IP address
- No excess usage
- 8am—8pm Support (Basic Support Pack)

Minimum term of the service:

This service is month-month with no fixed term

Do I need to bundle anything with the service?

Bundling is not required or compulsory. You can opt to bundle your business phone lines, or any of our bolt on features like 4G backup, additional IP addresses, or business grade router options.

Silver and Gold Support Packs are also available offering 99% and 99.95% uptime guarantees respectively. Bronze Support Pack is an additional $39p/m, Silver Support Pack is an additional $100, Gold Support Pack is an additional $200p/m (ex GST).

www.perthsystems.com.au

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Qualifications:

To obtain a service from us you must agree to our business terms and conditions available on our website – www.perthsystems.com.au/terms-conditions.

Please note that this service may be suspended and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff
- You breach our terms and conditions or our fair use policy, available at perthsystems.com.au/legal

Information about pricing

Excess Usage:
There are no excess usage charges.

Set-up fee:
There will be a $0 setup fee.

Equipment fee:

You may provide your own modem/router or lease an business grade modem/router from Perth Systems. Cost is dependent on the option(s) you select. Postage/delivery fees and onsite installation fees may apply.

Other hardware is available including switches and wireless access points.

Please contact our Sales Team for more information.

New development fee

NBNCo may charge a $300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a NBN connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible costs:

If you bundle your enterprise ethernet service with other Perth Systems services or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on our other services, please see the relevant critical information summary and for details on bolt-on features, please speak to our staff.

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorate refunds on plan downgrades.

- If you chose to have a second line installed as a safety net during the changeover, this will cost $297. It is your responsibility to arrange any relevant cabling through a licensed contractor.

Exit Fee:

There are no exit fees for this service.

Other Information

Customer Service:

We have an all Australian-based team who can help you with any technical support, account, or sales questions. Just give us a call on 08 6365 2074, or lodge a fault via our online portal.

Complaints:

If you are not happy with your service, you can follow our dispute resolution process. For more details, see www.perthsystems.com.au/complaints-process

Ombudsman:

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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