

## CRITICAL INFORMATION SUMMARY: Ethernet First Mile (Ethernet)

### Information about the Service

Uniscope Communications offers a symmetrical Ethernet internet service as an option for customers that require higher upload bandwidth than a traditional ADSL service, where **nbn™** or Fixed Wireless is not available. "Symmetrical" means that the service's download speed will be the same as the upload speed and vice versa.

All Uniscope Communications' Ethernet plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST unless otherwise stated.

#### Requirements and Availability

Availability of an Ethernet service to your premises is subject to ordering and qualification checks performed by Uniscope Communications when you place an order for the service, and you will be advised of the status of the order accordingly during the process. If an Ethernet service is not available, we will offer you a suitable alternative product where possible.

Customers are required to supply their own router to use with their Ethernet service. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment. Any router used for connecting to an Ethernet service must have an Ethernet WAN port.

Ethernet connection speeds are dependent upon the plan chosen (10/10mbps or 20/20mbps). The speed quoted in the plan is a maximum value only, the actual speed of the service is heavily dependent upon the distance back to the telephone exchange, along with the condition of the phone lines. Our staff can be contacted for an estimate of the speed of the service to your premises, but these are only estimations and are not a guarantee. Our Ethernet plans include the rental of the phone lines required to run the service.

It is important to be aware of certain factors that can negatively influence the perceived performance and reliability of your Ethernet service, such as:

- Noise and/or line faults on the copper phone-line providing the Ethernet service.
- Congestion outside of the Uniscope network (e.g. An overloaded website, overloaded video streaming service, etc.).
- Performance limitations of the devices using the Ethernet service (e.g. Mobile phone, tablet, PC, Router, etc.).

#### Minimum Term

All of Uniscope Communication's Ethernet services have a fixed minimum term equal to the length of the contract term selected:

- 12 month contract = 12 month minimum term
- 24 month contract = 24 month minimum term

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### Information about Pricing

#### Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
Ethernet 1	\$259.95	\$4,118.40
Ethernet 2	\$399.95	\$5,798.40
Ethernet 3	\$229.95	\$6,017.80
Ethernet 4	\$359.95	\$9,137.80

#### Installation and Setup Fees

Contract Term	Standard Install
12 Months	\$999
24 Months	\$499

Standard Installation does not cover trenching of additional phonelines from the street to the premises, and only covers termination to the MDF of the premises. If no "ULL" type lines are available at your premises, it can be necessary to sacrifice regular PSTN lines which can incur additional costs that need to be quoted. In all cases, you will be contacted by our staff if your order is found to not meet the criteria for a Standard Installation.

#### Cancellation Fees

The cancellation fee for all Ethernet services is the remaining value of the full contract term at the time of cancellation.

## Other Information

#### Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

#### Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email [support@uniscope.com.au](mailto:support@uniscope.com.au). Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

#### Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at [www.uniscope.com.au/information](http://www.uniscope.com.au/information). If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint), for independent mediation.