

## Critical Information Summary – SDL Campus Access

Service: Fast, reliable and scalable connectivity on an SDL high-speed Campus Network.

Speed/Allowance	100	200	300	500
Unlimited Min Monthly (ex GST)	\$90.91	\$181.82	\$272.73	\$454.55
Unlimited Max Monthly (ex GST)	\$90.91	\$181.82	\$272.73	\$454.55
Typical Business Downloads Speed (24/7)	90Mbps	180Mbps	270Mbps	450Mbps
Typical Business Uploads Speed (24/7)	90Mbps	180Mbps	270Mbps	450Mbps
Termination Charge	\$0	\$0	\$0	\$0
Minimum Term (months)	1	1	1	1

### THE SERVICE

Fast, reliable and scalable connectivity on highspeed campus network. Symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed bandwidth 24/7 as per the above table with a Gold Class SLA Response ideal for time-sensitive applications. Availability will depend on location.

### AVAILABILITY

Available as upgrade to businesses within SDL's Campus coverage, providing high speed Internet Access to your business site with SDL Campus Access. Call our SDL Team for further information, including accessibility for wireless and satellite users.

### HOW TO ACCESS

- Requires installation of a Network Termination Unit (NTU); and
- an Ethernet WAN-capable router

Equipment may need to be installed both outside and inside premises (near power point). An authorised adult (over 18) will need to be onsite for that installation.

### INCLUDED:

- Guaranteed Bandwidth allocation
- 99 % service uptime
- No excess usage
- Static IP (Public or NAT available)
- SLA: 24/7

### BUNDLING

Customer may opt to bundle business phone lines, 4G backup, additional IP addresses and router options. Monthly billing applies.

## CHOOSING SDL CAMPUS ACCESS

Requires agreement to our business terms and conditions. Conditions include possible restriction and/or cancellation of service if you fail to pay your bill, if you abuse or otherwise ill-treat our staff, or if you breach our terms and conditions or fair use policy, available at <https://www.sdltechnology.com.au/legal>.

## PRICING

- No set-up fee
- No excess usage charges. Speed will be slowed to 1/1Mbps when full data allocation is used on your selected plan.
- Change plan at any time, no fee. If upgrading before end of billing cycle, the difference between plans will be payable. No prorated refunds on plan downgrades.

## OTHER INFORMATION

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

## CONTACT

SDL Technology  
785 Stanley Street  
Woolloongabba  
QLD 4102  
Phone: 07 3137 0665  
Email: [info@sdltechnology.com.au](mailto:info@sdltechnology.com.au)