

Critical Information Summary – SDL Fibre

Service: Fast, reliable and scalable connectivity on SDL high-speed fibre network.

Speed/Allowance	250	500	1000	2000	5000	10000
Unlimited Min Monthly (ex GST)	\$299	\$499	\$799	\$1,499	\$2,999	\$4,999
Unlimited Max Monthly (ex GST)	\$299	\$499	\$799	\$1,499	\$2,999	\$4,999
Typical Download – Business (9 to 5)	1:1 contention ratio					
Typical Upload – Business (9 to 5)	1:1 contention ratio					
Early Termination Charge (ex GST)	The monthly cost of the service times the number of months left in the contract.					
Downgrade Charge	The price difference between the old plan and the new plan for the remaining x months					
Minimum Term (Months)	12, 24 or 36 months					

THE SERVICE

Fast, reliable and scalable connectivity on highspeed fibre network. Symmetrical bandwidth profile with traffic prioritisation, including high Class of Service (CoS). High CoS provides a committed 1:1 information rate ideal for time-sensitive applications and guaranteed bandwidth 24/7. Availability will depend on location.

AVAILABILITY

Available as upgrade to businesses within SDL's coverage, providing full end-to-end fibre installed from data centre back to your business site with SDL Fibre. Fibre build contribution may be applicable. Contribution cost can be advised by NBN before ordering. Call our SDL Fibre 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:

- 1:1 Contention Ratio
- 99.95% service uptime
- No excess usage
- Static IP
- 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 FIBRE

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

- Set-up fees apply
 - \$5,500 on a 12 month contract
 - \$3,000 on a 24 month contract
 - \$0 on a 36 month contract
- Equipment fees: Equipment to access the service is available with costs to be provided based on requirement of the solution.
- Fibre Build contribution/cost may be applicable.
- Relocations – service must be available at new location; early termination applied unless new location contract is signed; customer liable for set-up and fibre build costs at new location
- Exit Fee: for contracted customers, exit fee calculated as number of months left x monthly charge.
- Cancellation fees: vary according to stage of order. Customers will be advised prior to entering planning phase.
- Downgrade fee: Reduction in monthly recurring cost x Remaining contract term.
- In-Flight order Cancellation fees. Fees are based on the current status of your order
 - Planning Phase: \$1,000
 - Design Phase: \$2,500
 - Build Phase: \$15,500
 - Pre-Delivery Phase: \$15,500

OTHER INFORMATION

Usage: Access to SDL Client Portal – able to access usage data

Service: Australian-based customer service. Phone (07) 3137 0665 for 24hr support. Alternatively, lodge fault enquiry on Client Portal.

SERVICE RELOCATIONS

- SDL Fibre Service needs to be available at the new location.
- If a new contract is not signed for the new location, early termination fees will apply.
- The customer is liable for all setup and build costs of the service at the new location.

COMPLAINTS

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

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