

***This summary does not reflect any discounts or promotions which may apply from time to time.***

## FAST FIBRE

### SERVICE DESCRIPTION

Information about the service

Your plan sets out the pricing that applies when you sign for a Byteway Business FAST FIBRE Service.

### INFORMATION ABOUT PRICING

| 1000/1000 FIBRE                 |                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minimum Fixed Term<br>(Months)  | 12 Months                                                                                                                                             |
| Standard Inclusions*            | <ul style="list-style-type: none"><li>• 1000/1000 speed</li><li>• Unlimited Download</li><li>• Unlimited Upload</li><li>• Static IP Address</li></ul> |
| Installation Charges Applicable |                                                                                                                                                       |

### AVAILABILITY

You can choose ByteWay FAST FIBRE Service if your business is serviceable with FIBRE Service, and you are operating a business with a valid ABN or ACN.

### DATA BACKUP

You can use the 4G backup service in two scenarios:

- To get online until your FIBRE service is connected and,
  - When there's a detected network upgrade or outage.
- Mobile backup is available to premises in 4G coverage areas.

Your mobile backup connection is not capped and hence you will be getting benefits of the maximum speeds for uploads/downloads available in the area. Actual speeds may be less due to local conditions and content accessed. We do not support modems not supplied by Byteway. If you choose to use your own modem Byteway will not be able troubleshoot or conduct testing, if you have a connection issue, fault, or speed issue you will be required to report these issues to Byteway.

### BILLING

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro-rata charges for part of the month if you started or changed your plan part way through a fixed billing. Contact us at 1300 298 392 for further information.

### EQUIPMENT REQUIRED

You'll need a compatible router or firewall at your premises. You can choose our managed router option in which case we will supply and manage the router for you or you can choose our un-managed option in which case we will supply the router for you but it will be managed by you.

### MINIMUM EARLY TERMINATION FEE (ETF)

If you cancel, modify, or transfer any Fast Fibre, discounts will be withdrawn and an Early Termination Fee will apply—calculated as the monthly fee per service multiplied by the remaining months.

|                                       |   |                                              |
|---------------------------------------|---|----------------------------------------------|
| Minimum Monthly Fee                   | x | Remaining contract term<br>(if Applicable) * |
| *Refer to Additional Fees and Charges |   |                                              |

### FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network.

Refer to the appropriate CIS provided to you in order to access the summary of your services. Additional Terms and Conditions for your Transfer will be provided at the time of the agreement.

If you have set up an Fast Fibre Ready agreement and don't want to transfer to the Fast Fibre network with Byteway, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the Fast Fibre network.

There may be additional charges which apply refer to Early Termination Fee(s). We'll let you know the details should you wish to change your agreement.

### PAYMENT METHOD

Payment by Direct Debit from an Australian Bank will not incur an additional surcharge.

Additional Charges and Non-Direct Debit Payment Surcharge apply for alternate payment methods.

### WE'RE HERE TO HELP

If you have concerns about

1. Billing and Accounts
2. Technical Support Service or
3. Connection and Provisioning
4. Complaints or Disputes

Contact us at [admin@byteway.com.au](mailto:admin@byteway.com.au)

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## FAST FIBRE

### OTHER INFORMATION

#### BILLING OPTIONS

ByteWay delivers bills via email by default. Paper billing is available for \$5.95/month. You're automatically enrolled in standard billing; to opt out or customize preferences, refer to your Agreement Terms.

A late payment fee of \$22 will apply on the next bill if payment is not received by the due date.

#### Monthly Data Allowance

Unlimited - there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

#### CONNECTION TIMEFRAMES

Once we've approved and accepted your application, we'll try to connect your Fast Fibre Service on the earliest and best available date, however, this is not always possible. For any extended delays, we will make every reasonable effort to contact and advise you as to the reason(s).

You are required to contact us where the delay has fallen outside of the agreed time frame as per your written agreement.

If there has been a previous working Fast Fibre Service with ByteWay at your premises and we can reconnect it without having to visit your premises, the node or anywhere in between we aim and estimate a minimum connection timeframe of 15 working days.

Non-exhaustive factors to account for;

- a) Distance and Location
- b) Appointment Availability
- c) Order Type

#### GETTING READY FOR THE FAST FIBRE NETWORK

If the Fast Fibre network is soon to be available at your premises and you wish to prepare for the transfer to the Fast Fibre network with ByteWay, we'll set you up with Fast Fibre ready services, manage your transfer and attempt to make the transfer as smooth as possible. To do this, we'll need your agreement, assistance, and confirmation to access your premises. If required, we'll contact you about any requirements or changes, regarding Fast Fibre Ready Services or Ready for Service.

#### FURTHER ASSISTANCE

After you have contacted us, and we can't reasonably resolve your complaint you may seek additional mediation, or you can contact the TIO by phone on 1800 062 058

#### FULL TERMS

This document provides a summary only. Full terms and conditions are available for all products and services.

#### ADDITIONAL INFORMATION

Click the following Links for additional information about the Fast Fibre or contact [admin@ByteWay.com.au](mailto:admin@ByteWay.com.au)

*All information is correct as of 01/01/22*