

## IGNITE NBN Eclipse 500GB

### Information About the Service

The Ignite NBN Eclipse 500GB Plan is an Internet Service provided over the National Broadband Network (NBN) and is available in NBN enabled areas.

#### MINIMUM TERM

The minimum contract term of the plan will be outlined on your business application form or mentioned during the voice verification contract.

#### KEY DETAILS

Ignite Eclipse includes 500GB of Data on the standard connection tier. Optional Enhanced Serviced level Agreements (SLAs) available for an additional cost.

Ignite Eclipse 500GB has a maximum bandwidth speed of 25/5 Mbps. Bandwidth Speeds are dependent on what NBN connection type is installed at the premises.

If you exceed your monthly fixed broadband data allowance you will be charged \$1 per GB, charged per MB or part thereof capped at a maximum of \$300 per month.

#### STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point in our premises. If you're in a newly constructed building and not already connected to the nbn, NBN co may charge you a once-off New Development charge of \$300 (inc GST).

When the additional work is required to connect your nbn service is more than a standard professional installation, you may be charged an additional fee. In such cases, Ignite or NBN co will provide additional installation charges with you before the work being completed for you to approve. A 240 volt power supply may be required. In the event of a power outage, your services will not work unless maintain a back-up battery. If you take up a Fibre to the Business service, you will not be able to move back to a copper service.

#### HARDWARE

You may use your own modem or an Ignite modem can be provided for \$119.95 inc GST including P&H fee. The modem is customer -self-installed and auto configure. Please note that support is only for Ignite approved modems.

#### INFORMATION ABOUT PRICING

Your minimum monthly charge will be outlined on your business application form or mentioned during the voice verification contract.

The minimum amount you will pay over the contract term will depend on the length of your contractual agreement.

#### EARLY TERMINATION CHARGE

If you cancel your Plan on any service, you will be charged an Early Termination Fee (ETF). This will be calculated as 65% of your remaining monthly access fee multiplied by the months remaining in your contract term.

## BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

## WE'RE HERE TO HELP

If you have any questions, just call us on **1300 000 446** so we can serve you better. Or you can visit us at <http://www.ignitecorp.com.au> for additional information, including to access information about your usage of the service.

## COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at <http://www.ignitecorp.com.au>

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au/>

