



Critical Information Summary

Tronic Networks Pty Ltd | ABN: 71 123 059 307

Tronic Internet by Aussie Broadband – Aussie Fibre

Information about the service

Introducing Tronic Internet, powered by Aussie Broadband, your gateway to seamless connectivity on Australia’s NBN Network. Backed by dedicated support from a 100% Australian-based network. Tronic ensures uninterrupted internet access for all your voice and data requirements. Experience the freedom of no lock-in contracts, giving you the flexibility to adjust your plans effortlessly as your business evolves. Trust Tronic to manage your internet connection, allowing you to focus on what matters most - growing your business. For more information regarding Tronic Internet by Aussie Broadband, please contact us at sales@tronic.com.au or call us on 1300 788 718

Is the offer part of a bundle?
Is the customer required to buy any goods as part of the offer?
Does the offer have any minimum term of use?

NO
Optional (See Below)
12, 24 or 36 Month

What is the service?

This service delivers fast, reliable and scalable connectivity on our own Aussie Broadband high speed fibre network. Aussie Fibre enables 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

Where is it available?

Available as an upgrade to businesses within Aussie Broadband's Aussie Fibre footprint, your business can access full end to-end fibre installed from the data centre back to your site with Aussie Broadband's Aussie Fibre. However, a fibre build contribution may be applicable. All services need to be pre-qualified for availability by Aussie Broadband.

What do I need to access the service?

Regardless of the technology type you currently have in place, we will need to install a Network Termination Unit (NTU). You will also need an Ethernet WAN-capable router (see “equipment fees” on next page). Where applicable, we will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be available for this appointment.

Contract Period & Minimum term of the service

This service is over a 12, 24 or 36 month term.

What is included?

- 1:1 Contention Ratio
- 99.95% service uptime
- No excess usage
- Static IP
- SLA: 24/7 (Gold Support Pack)
- Priority ticket handling, during standard Tronic business hours. From our support team at support@tronic.com.au



1300 799 095



support@tronic.com.au



www.tronic.com.au



Suite 221 / 202 Jells Road, Wheelers Hill, Victoria, 3150

Hardware – Required (Equipment fees)

You may provide your own modem/router or lease an enterprise grade modem/router from Aussie Broadband.

Cost would depend on the modem/ router option you chose: Postage costs will be \$25 per courier delivery. (inc GST). Hardware remains the property of Aussie Broadband. Other hardware is available including standard grade modem/routers, switches, and access points. Call our Enterprise Team for more information. If you choose to provide your own hardware, our enterprise support team will assist you where appropriate, however the demarcation point for Aussie Fibre services is the Network Termination Unit.

Fibre build

If a fibre build contribution is applicable this can be advised by Aussie Broadband before placing your order, or during the planning phase of the order.

Excess usage

There are no excess usage charges.

Set-up fee

The set-up fees are \$5,000 for a 12 month contract, \$2,500 for a 24 month contract and \$0 for a 36 month contract. Also, a fibre build contribution may be applicable.

Information about pricing:

Service to be provided: This service delivers fast, reliable and scalable connectivity on our own Aussie Broadband high-speed fibre network.

Data Included	250 Symmetrical	500/20 Symmetrical	1000 Symmetrical	2000 Symmetrical	5000 Symmetrical	10000 Symmetrical
Unlimited Minimum Monthly Charge	\$299	\$499	\$599	\$899	\$1299	\$2199
Unlimited Maximum Monthly Charge	\$299	\$499	\$599	\$899	\$1299	\$2199
Typical Business Download Speeds (9am - 5pm)	1:1 contention ratio					
Typical Business Upload Speeds (9am - 5pm)	1:1 contention ratio					
Early Termination Charge	Amount of months left in contract x monthly charge					
Downgrade Fee	Price difference between old plan and new plan x remaining months					
Minimum Term (Months)	12, 24 or 36 months					

NOTE: The maximum monthly charge does not include the set-up fees as they vary.



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Service relocations:

Service will need to be available at the new location.

- Early termination fee will be applied unless a new contract is signed for new location.
- Customer is liable for all set-up costs and fibre build contribution at new location
- Call us to discuss options

Other possible costs

If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

Downgrade fees

Modification charges apply where a plan is revised to a lower plan. The charge is calculated as follows: Reduction in monthly recurring cost x Remaining contract term.

Example: A customer is on a 36-month contract term, the current plan is 500M which costs \$499.00 ex. GST per month. The customer is 3 months into their contract term and has asked for a plan reduction to 250M, this plan costs \$299.00 ex. GST per month. The downgrade fee will be \$6,600.00 ex. GST once off to enable plan change. Fees do not apply for a higher bandwidth profile modification.

Cancellation fees for in-flight orders

Fees vary depending on the current phase of your order: Planning phase \$750; Design Phase \$2,050; Build/ Predelivery phase

Exit fee's:

If in contract, exit fee will be number of months left x monthly charge.

Customer Service Contact Details:

Phone: 1300 799 095

Email: support@tronic.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter be made in writing to support@tronic.com.au We Treat all complaints as high priority.

Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at www.tio.com.au/making-a-complaint or by calling 1800 062 058.



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