

Account details

Business name*

Account holder name*

Account Billing Email address*

Service address

Unit number

Level / floor number

Street number*

Street name*

Suburb*

State*

Postcode*

Site contact details

First name*

Last name*

Phone number*

Mobile number*

Email address*

Service selection

Select service plan:

- | | |
|--|--|
| ☐ 50/50Mbps- \$142.95 inc.GST p/month | ☐ 150/150Mbps- \$219.95 inc.GST p/month |
| ☐ 500/500Mbps- \$329.95 inc.GST p/month | ☐ 1000/1000Mbps- \$549.95 inc.GST p/month |

Select service delivery: (please note a Once off Set-Up fee of \$549.95 inc.GST will apply)

- ☐ Gigabit Router: \$329.95 inc.GST
- ☐ Use of own modem- \$0.00 (requires you have purchased your own modem that is capable of speeds selected)

Available subject to qualification: Plan inclusions, prices and promotional offers advertised may not be available at all locations.

Once off connection fee \$549.95 INC.GST per connection applies for all On-Net Fibre connections. All On-Net fibre connections come with an unlimited data.

Day of connection is the account start date, prorata will be applied plus the first full month in advance.

I/we hereby apply for Axecom Pty Ltd ACN 91 620 009 350 (Axecom) services as specified and acknowledge that Axecom will be the nominated provider for the services requested.

Services will be supplied through network operators (carriers) nominated by Axecom and I/we agree that Axecom may change carriers at any time without reference to me.

The applicant acknowledges that such services will only be provided after acceptance of this application by Axecom Nominated Supplier and in particular following relevant credit checks. Contract term is 36 months. The applicant understands and agrees to the Axecom Terms and Conditions and acknowledges that Axecom services will be provided in accordance with the Axecom Service Terms and Conditions which the applicant has read and understood.

I/we consent to the above email address and my personal information being used for the delivery of invoices, notifications and marketing material from Axecom and its related bodies and corporate partners.

In the event, that the service is cancelled, standard pricing will apply, payment for the remaining months x monthly plan amount will follow and fall due for full payment. All advertised pricing excludes GST.

Not available in data centres and may not be used for Internet aggregation. Fair use policy applies- see full terms & conditions – axecom.com.au

For all inquiries, please contact the Axecom support staff on 1300 81 67 67 or please refer to the Axecom.com.au/policies (Standard Form of Agreement.)

Execution

Signature of account holder*

Date of execution*

☐ I am an authorised company representative and the account holder. I accept and agree to the terms and conditions as published at www.axecom.com.au/support in addition to the On-Net Fibre Critical information summary.

On-Net Business (Mega Fibre) information

Axecom's Business Mega Fibre Service delivers high-speed Symmetrical Internet Fibre-to-the-Premises (FTTP). Axecom/Partners bandwidth speeds are guaranteed to the network termination port.

The actual speeds you will achieve could vary due to many factors including but not limited to, type/source of content being downloaded, hardware and software configuration, your local network equipment used, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Your local network equipment, the performance of your local infrastructure and cabling are not limited to the source and destination of content accessed via the internet. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

On-Net Business Mega Fibre plans provide unlimited data usage however, a fair use policy applies that is designed to protect the integrity of the carrier network. Examples of a fair usage breach would include but not limited to, re-selling the Axecom On Net Fibre without written consent of Axecom, promote or threaten violence towards anyone, create a risk to the health or safety of any person, using your service in a way that interferes with or poses a risk to our network or other customer's services.

Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an On-Net Business Mega Fibre connection will depend on the service plan you are subscribed to. Please note a once off Set Up fee of \$549.95 inc.GST applies in total minimum cost. The maximum plan charges are as follows:

Business Fibre Plan	Monthly charge inc.GST	Total Minimum cost inc.GST
50Mbps	\$142.95	\$5695.96
150Mbps	\$219.95	\$8467.96
500Mbps	\$329.95	\$12,427.96
1000Mbps	\$549.95	\$20,347.96
2000Mbps	\$1099.95	\$40,147.97
5000Mbps	\$2199.95	\$79,747.97
10,000Mbps	\$3299.95	\$119,347.97
Fibre Connection Fee (once off)		\$549.95

Contract Length & Early Termination

All of our On-Net Business Mega Fibre plans have a minimum contract term of 36 months.

Should you choose to cancel your service within the contract period an Early Termination Fee will apply. The fee is based on the below:

Remaining months X Monthly Fee plan = Early Termination Fee payable to Axecom to release you from your contract and services associated with Axecom.

Hardware

All routers purchased either independently or Axecom's standard gigabit router are at the client cost.

Any cabling that is required in your premises beyond the network boundary point is the client responsibility and will not be covered by Axecom.

Additional charges

The table below outlines any additional charges that may be applicable with the installation and support of On-Net Fibre services.

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your On-Net Fibre service, before proceeding.

Additional charge description	Price inc.GST
On-Net fibre speed change fee	\$149.95
On-site non standard installation	\$POA
Additional static IP address/month	\$14.95
Late cancellation or missed on-site appt	\$149.95
Incorrect callout or no fault found	\$POA

Key Details

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website www.axecom.com.au/support
- Early termination fees apply (see above)
- A one-time setup fee of \$549.95 inc.GST applies
- To qualify for this plan you must be the legal leaseholder of the business
- If you wish to add a Voice plan to your Fibre Service then additional Phone Plan fees per month will apply.
- Any increase or decrease in your Plan Speed may incur fees.

Payment methods

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/billing-and-payment-method.html> or contact Customer Service.

A \$4.95 fee will be charged each month if you choose not to pay your Axecom services by direct debit. To set up direct debit please call one of our friendly staff on 1300 81 67 67

Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service will be restricted and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

Description	Price inc.GST
Overdue invoice charge	\$19.95

Additional Information

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The On-Net Business Mega Fibre Critical Information Summary only outlines the critical information for the services and should be read in conjunction with our Standard Form of Agreement and Service Schedule SLA. A complete set of terms and conditions can be found at www.axecom.com.au/support

Customer Service details



You can contact us
Monday-Friday 8am-6pm AEST on
1300 81 67 67



Support request can also be emailed to:
customercare@axecom.com.au

Complaint resolution

If you wish to make a complaint please contact us using the details published on our website www.axecom.com.au/support and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all avenues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058