



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Direct IP** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for post-paid symmetrical access to the Internet from your WAN (provided by us) by acting as a centralised gateway for multiple WAN locations.

### MINIMUM TERM

The minimum term is **24 months**.

### What's Included and Excluded?

You receive an **Unlimited Data Allowance** each month. There are no peak or off peak restriction on your usage or excess usage charges.

### Information about pricing.

The monthly charge depends on how fast you want your connection and depends on the plan that you choose:

Plan Name	Charges
1Mb/1Mb	\$74.00
2Mb/2Mb	\$146.00
4Mb/4Mb	\$294.00
8Mb/8Mb	\$586.00
10Mb/10Mb	\$733.00
20Mb/20Mb	\$1,466.00
30Mb/30Mb	\$2,200.00
50Mb/50Mb	\$3,666.00
70Mb/70Mb	\$5,133.00
100Mb/100Mb	\$7,333.00

The total minimum amount that you will pay for the length of your 24 month contract depends on the plan that you choose:

Access Speed	Total Minimum (24 Months)
1Mb/1Mb	\$1,776
2Mb/2Mb	\$3,504
4Mb/4Mb	\$7,056
8Mb/8Mb	\$14,064
10Mb/10Mb	\$17,593
20Mb/20Mb	\$35,184
30Mb/30Mb	\$52,800
50Mb/50Mb	\$87,984
70Mb/70Mb	\$123,192
100Mb/100Mb	\$175,992

### CONNECTION CHARGE

The installation fee is **\$299** for all speeds and is a one off payment. This is for connection scheduled during business hours. Should you require connection outside standard business hours, we will provide a quote.

### EARLY TERMINATION

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service

### Other Information

### AVAILABILITY

Direct IP is available to all WAN customers in all locations.

### ETHERNET SPEEDS

Actual speeds may vary due to a number of factors such as the destination of the host computer or server you are accessing, the global Internet links between us and internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer. The Ethernet router that you use should also be considered as some routers cannot go as fast as the theoretical line speed.

**1300 780 649**

**sales@arcon.com.au**

**www.arcon.com.au**



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#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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 780 649** so we can serve you better. Or you can visit us at [www.arcon.com.au](http://www.arcon.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 [www.arcon.com.au](http://www.arcon.com.au). You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

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