



## CRITICAL INFORMATION SUMMARY

### FlexCloud BUSINESS Fibre100 (36 Months & 48 Months Term)

#### Service Description

FlexCloud Business Fibre1000 IP-Line is a symmetrical 1000Mbps optic connection to the AAPT network.

FlexCloud Business Fibre1000 Plan includes the following comp only:

- Unlimited Internet

The service is charged monthly in advance via Direct Debit. Non-Direct Debit fees of \$4.50 may apply.

#### Availability

Limited to AAPT on-net buildings. Your address must be prequalified before a formal quotation can be provided.

#### 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.

#### AWS Direct Connect

This service is available up to a maximum of 100Mbps. Further details can be found at <http://aws.amazon.com/directconnect> . Pricing is available upon request.

#### Minimum Term & Early Termination Fees

The Service is supplied on a 36 or 48 Month contract. Early Termination Fees (EFT) is calculated as 85% of the monthly charges for the balance of the contract period

#### Information about Pricing

Installation Fees	36 MONTHS	48 MONTHS
\$0.00	\$799.00	\$739.00
\$1099.00	\$649.00	\$609.00
\$2199.00	\$559.00	\$519.00
Managed Router Option	Price dependent on router selected	
Early Termination Fees	85% of the monthly charges for the balance of the contract period	

#### Customer Service, Support & Billing Enquiries

Customer Service Email:  
[info@flexcloud.com.au](mailto:info@flexcloud.com.au)

Phone: 1300 656 110 (Option 3)

Technical Support Email:  
[info@flexcloud.com.au](mailto:info@flexcloud.com.au)  
Phone: 1300 656 110 (Option 2)

#### Complaints Handling

If you have a dispute with FlexCloud and wish to make a complaint, please contact our complaint resolutions team,

Email: [info@flexcloud.com.au](mailto:info@flexcloud.com.au)

#### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website.