

CRITICAL INFORMATION SUMMARY

HARBOUR ISP - BUSINESS PLANS | OCTOBER 2021

This summary may not reflect any discounts or promotions which may apply from time to time.



SERVICE SPEED	DATA	MONTHLY CHARGE	INSTALLATION CHARGES	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR LENGTH OF CONTRACT
24 MONTH PLANS					
Business Fibre 250	Unlimited	\$549	\$1099 *	\$1648	\$14275
Business Fibre 400	Unlimited	\$799	\$1099*	\$1898	\$20275
Business Fibre 1000	Unlimited	\$1149	\$1099*	\$2248	\$28675
36 MONTH PLANS					
Business Fibre 250	Unlimited	\$379	\$1099*	\$1478	\$14743
Business Fibre 400	Unlimited	\$449	\$1099*	\$1548	\$17263
Business Fibre 1000	Unlimited	\$799	\$1099*	\$1898	\$29863
48 MONTH PLANS					
Business Fibre 250	Unlimited	\$349	\$1099*	\$1448	\$17851
Business Fibre 400	Unlimited	\$399	\$1099*	\$1498	\$20251
Business Fibre 1000	Unlimited	\$749	\$1099*	\$1848	\$37051

Identifiable speeds are the maximum attainable line speed. You will likely not experience these maximum speeds, please refer to the typical evening speeds in the [Key Fact Sheet](#).

*Installation charge is dependent on site location, this will be determined at time of sales consultation and site assessment.

SERVICE DESCRIPTION

Your Business Fibre service is a symmetrical 250/400/1000Mbps fibre-optic connection to the Internet.

MONTHLY DATA ALLOWANCE

All business plans include unlimited data - there is no time restrictions and no excess usage charges.

MINIMUM CONTRACT TERM

The minimum terms available are 24, 36 & 48 months.

AVAILABILITY

Business symmetrical fibre plans are only available to valid ABN holders located at a fully qualified address.

WHAT'S INCLUDED AND EXCLUDED

Your Internet service includes:

- Unlimited Internet Usage with no peak or off peak restrictions.
- No Excess Usage Charges.

MANDATORY COMPONENT OF THE SERVICE / SET UP

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 or you can choose our un-managed option in which case we will supply the router for you but it will be managed by you.

SERVICE SPEEDS

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network. Many routers and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster fibre plans.

You may upgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). The new plan begins at the commencement of the next month. The plan can be changed to any compatible fibre plan at no additional cost.

All plans are subject to our Acceptable Use Policy. You must not use your service in an unreasonable manner which detrimentally affects our network.

BUILD CHARGES

Your order may be subject to an additional charge for works should there be insufficient infrastructure in place. As this can only be determined at point of placing the order, your consent will be obtained before the order proceeds. If Harbour ISP determines a build charge is applicable before the order is accepted by the carrier, you may withdraw the order without a withdrawal fee applying.

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If an infrastructure short-fall is identified after the order is accepted by the carrier and the carrier has commenced works, such as but not limited to, site surveying, build-design and other works, a withdrawal fee will be quoted if the customer wishes to withdraw the order. If proceeding, the works required may be identified by the carrier as contestable (customer can use a third-party licenced technician), or non-contestable (the works can only be completed by the carrier's licenced technicians).

INSTALLATION CHARGES

Installation charges are listed above, and apply when the connection is scheduled for installation during business hours. Should you require installation outside of standard business hours, we will provide a quote.

CONNECTION TIMEFRAMES

Typical installations take 6 to 8 weeks to complete. Time frames can depend on building management approval and site access.

EARLY TERMINATION CHARGE (ETC)

If you are contracted to Harbour ISP on a 24-month, 36-month, or 48-month contract and you cancel your service, you will be charged an ETC of 85% of your remaining contract value. The customer may request dis-connection of the service at any time in writing, however, Harbour ISP require 30 days written notice to process the termination of the contract. A pro-rata invoice will be raised to cover any days in the 30-day period which falls after the end of the current billing period.

CONNECTION COST

Connection cost varies depending on the address being connected.

INVOICING OPTIONS

Credit card payments: Visa and Mastercard, American Express and non-automated payments (bank deposit, EFT, cheque, money order) are accepted ways of payment.

- Every failed payment incurs a charge of \$10 on your next bill.
- If you wish to avoid fees and charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@unitiwireless.com.

PRO-RATA BILLING

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

MANAGE YOUR SERVICE ONLINE

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP customer portal: <https://my.harbourisp.com.au/login>

HARBOUR ISP CUSTOMER AND SUPPORT CONTACTS

SALES

sales@harbourisp.com.au
Tel: 1300 366 169
8.30am-5.30pm Monday to Friday
9:30am to 5 30pm on weekends

ACCOUNTS

accounts@harbourisp.com.au
8.30am-5.30pm Monday to Friday

TECHNICAL SUPPORT

support@harbourisp.com.au
Tel: 1300 579 403
8:30am - 10:00pm Mon to Fri
9:30am to 5 30pm on weekends

POSTAL ADDRESS

Level 1, 44 Currie Street, Adelaide, SA 5000

CUSTOMER COMPLAINTS AND INFORMATION

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at support@harbourisp.com.au or call 1300 579 403.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

CUSTOMER SERVICE DETAILS

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only – the full legal terms for broadband services are available at <https://www.harbourisp.com.au/terms>.