OneFibre

Service Description

NetSG OneFibre offers a symmetrical, enterprise-grade fibre service with speeds of up to 10Gbps at a highly competitive price. This flexible service lets customers customise their set up, enabling them to configure various service types on a single fibre to suit their specific business and connectivity needs. You have the option to allocate the entire 10Gbps to internet alone or distribute it across other additional NetSG services such as data, voice, or cloud solutions according to your preferences.

Service Availability

Limited to NetSG on-net buildings. Your address must be pre-qualified before a formal quotation can be provided. OneFibre cannot be delivered to Data Centre locations.

Pricing Information

The minimum service term for this product is 36 months.

Bandwidth	Setup (ex GST)	Monthly (ex GST)	Minimum Total Contract (inc GST)
1Gbps	$0.00	$399.00	$15,800.40
2Gbps	$0.00	$499.00	$19,760.40
5Gbps	$0.00	$599.00	$23,720.40
10Gbps	$0.00	$699.00	$27,680.40

Early termination of the service will incur a charge equal to the number of months remaining in the contract, multiplied by the applicable monthly charge plus GST.

Service Inclusions

The OneFibre monthly pricing includes:

- OneFibre connection install to your premises.
- Professionally installed Managed Ethernet NTU device at your premises.
- Proactive monitoring and management with 24/7 support.
- 1:1 Bandwidth contention ratio.
- 99.95% service uptime SLA.
- No excess usage charges.

Additional Services

You can add additional services to your OneFibre service, splitting the available bandwidth to provide a mix of Internet, Cloud and DC connectivity. You can have up to three additional services added to your OneFibre service.

Service Type	Monthly (ex GST)
Data Centre Access[1]	$99.00
Microsoft Azure ExpressRoute[2]	$99.00

[1] Limited to on-net data centre locations within the same state. Please obtain a quote from us for connections to other regions via your OneFibre.
[2] Limited to Microsoft Azure region within the same state. Please obtain a quote from us for connections to other regions via your OneFibre.
 Additional services added to your OneFibre solution align to the contract term of the OneFibre on which they are delivered.

Other Services

In addition to the optional Additional Services above, NetSG has a full range of other data and voice services that can be delivered over our OneFibre product, such as Ethernet, SD-WAN, IP WAN, Cloud and SIP Trunks. Please contact our solutions team to discuss your requirements in further detail.

Example Configurations and Pricing

Scenario 1: 2Gbps of Internet Access

Customer selects a 2Gbps OneFibre plan. Since the customer only requires 2Gbps of internet access as a single service delivered over the OneFibre, this is covered in the base pricing of $499.00 per month ex GST over a minimum 36-month term.

Scenario 2: 3Gbps of Internet Access and 2Gbps Azure ExpressRoute

Customer selects a 5Gbps OneFibre plan. This includes the internet access at 3Gbps as the first enabled service in the base monthly price. The customer then adds Azure ExpressRoute as a secondary service at 2Gbps utilizing the

full 5Gbps of available bandwidth. Total monthly charge over a minimum 36-month term will be $698.00 ex GST, consisting of $599.00 ex GST for the base service, plus $99.00 ex GST for the additional activated service.

Equipment Required

You will require a compatible router or firewall device at your premises capable of the throughput that the OneFibre service provides. In the case of services above 1Gbps where a copper connection cannot be used, you will require the ability to accept an optical 10Gbps SFP+ (SR or LR) connection from our Ethernet NTU device. Please check your device specifications with your equipment supplier.

You can choose to provide your own suitable equipment, or, at an additional cost, you may choose from our range of managed router and firewall options, in which case, we will supply and manage the device for you and ensure the device is delivered with the correct specifications to deliver the desired service speeds. Please contact our Solutions Team for further information and pricing in relation to NetSG provided devices.

Monthly Data Allowance

Unlimited data is provided – there are no time restrictions and no excess usage charges; however, please note our Acceptable Use Policy and Fair Use Policy (located on our website at https://www.netsg.co/service-agreements/) apply to the service.

Service Level Agreement

The service has a 99.95% availability target measured monthly and backed by restoration targets and service credits. See our service agreements for full details at https://www.netsg.co/service-agreements/

Other Information

Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at https://www.commsalliance.com.au/BEP.

Complaints

If you are not happy with your service, please contact your nominated NetSG Account Manager to discuss your concerns. You can also email your concerns to complaints@netsg.co and we will get in touch with you to discuss.

Ombudsman

If you are still not happy with the outcome of your complaint, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://www.tio.com.au/complaints.

Payment Terms

This service may be restricted and/or cancelled if:

- You fail to pay your bill; or
- You breach our supply terms and conditions, our fair use or acceptable use policies, available at https://www.netsg.co/service-agreements/

NetSG Customer Contacts

- Sales and Solutions Team – 1300 622 863 or solutions@netsg.co
- Service Assurance Team (Technical Support) – 1300 297 719 or log a request via our portal at https://www.netport.al
- Service Delivery (New service activations) – 1300 622 863 or servicedelivery@netsg.co
- Billing and Accounts – 1300 622 863 or accounts@netsg.co