

Service Description

This Critical Information Summary is a Service Description as described in the AINS Telecom Standard Agreement.

Information about the service

AINS Fibre Ethernet is a fibre optic based access service used for data transmission and is presented to the Customer as a 100Mbps or 1Gbps Ethernet connection.

This Service may be used for:

- Direct Internet Access service, or
- connecting to an AINS MPLS IP-VPN WAN.

This Service cannot be delivered into carrier-agnostic data centre that is not owned by the Customer.

The Service offers low latency, symmetric bandwidth from 10Mbps through to 1000Mbps and may be presented to the Customer LAN as FastEthernet, Gigabit Ethernet or fibre.

It is designed for corporate grade symmetrical data transmission to and from the Internet, and/or to an AINS MPLS IP-VPN or SD-WAN.

A Fibre Ethernet Service includes the following Standard features:

- 100Mbps, 1Gbps Ethernet or fibre optic hand-off to the customer LAN
- Unlimited data allowance
- 1 Static IP address
- 24 x 7 technical support

Standard Delivery Lead Time ranges from 10 to 45 working days from the date of order acceptance, but this may be impacted by factors such as (but not limited) site access, availability of suitable on-premises infrastructure, weather conditions and carrier workload.

Requirements and Availability

This Service may utilise fibre infrastructure from 3rd party infrastructure and may not be available in all areas. Availability can only be confirmed after order acceptance upon completing a desktop service qualification and/or onsite infrastructure check.

Standard installation assumes appropriate infrastructure exists at your premises for laying of the fibre optic cables and the cost of delivering to your required termination point does not exceed the typical fibre optic construction cost threshold.

Non-Standard installations may require you to pay additional charges. If such charges are incurred, a quote for Fee for Service or Special Linkage Cost will be provided to you prior to the commencement of fibre construction works. If you then choose not to accept the Non-Standard installation fees, your order will not proceed and become null and void. For Non-Standard installations in Multi-Tenant Buildings where we elect

to incur the Fee For Service on your behalf, we may choose to deliver the Service on copper instead of fibre, on the premise there is no disadvantage to the Service bandwidth ordered.

Typically, a Network Termination Unit (“NTU”) will be installed by the network infrastructure provider. This NTU is the property of the network infrastructure at all times. You must provide an appropriate, dust-free and safe environment for this NTU to be installed and operate from (usually within a server/network rack). AINS or its sub-contractors (including the sub-contractors of the fibre network operator) will be responsible for installation of the NTU; however, you are fully responsible for providing and ensuring a stable and safe supply of electrical power to operate the NTU.

You will need a compatible router or firewall at your premises to connect and use our Service. You may order a Managed Customer Premise Equipment (“CPE”) from AINS Telecom or alternatively, you may provide your own compatible router or firewall. If you require assistance to configure your router or firewall, we can supply configuration services on a Fee for Service basis.

The ownership and management arrangement of the router will affect where our Service Boundary Point as shown in the table below.

Table 1. Service Boundary Point for Internet Access Services

Category	Router Ownership	Router Management	Service Boundary Point
Type 1	AINS Owned	AINS Managed	At the Router LAN
Type 2	Customer Owned	AINS Managed	At the Router LAN
Type 3	Customer Owned	Customer Managed	At the NTU

Unless expressly stated on the Service Application Form, the Service hand-off to your LAN will be on a copper RJ45 connector interface.

Price and GST

The Service fees associated with your Fibre Ethernet service are as agreed upon in your Service Application Form (“Order Form”).

All prices in this Critical Information Summary is inclusive of 10% Government Service Tax.

Service Options

Our Fibre Ethernet service may be customised to suit your specific requirements.

Option	Description and Fees																								
Managed CPE	<p>You may choose to have a suitable Router or Firewall supplied, configured, installed and managed by AINS as a Managed Service.</p> <p>During the term of the contract, the Managed device will be supplied to you on a rental basis, unless you elect to purchase it upfront. If you rent the Managed device from us, at the expiration of the initial minimum term, you may purchase the device at market price.</p> <p>Link Monitoring is a feature of the Managed Router Service.</p> <p>Refer to the AINS Telecom - Managed Router Service Description for pricing information and details of the service.</p>																								
IP addresses – Additional	<p>Non-transferrable IPv4 addresses may be leased from AINS for use on your Fibre Ethernet service. The following fees and charges apply:</p> <table border="1" data-bbox="630 997 1307 1333"> <thead> <tr> <th>Subnet</th> <th>Useable IP addresses</th> <th>Monthly Fee</th> </tr> </thead> <tbody> <tr> <td>/30</td> <td>1</td> <td>\$10.00</td> </tr> <tr> <td>/29</td> <td>5</td> <td>\$30.00</td> </tr> <tr> <td>/28</td> <td>13</td> <td>\$50.00</td> </tr> <tr> <td>/27</td> <td>29</td> <td>\$70.00</td> </tr> <tr> <td>/26</td> <td>61</td> <td>\$100.00</td> </tr> <tr> <td>/25</td> <td>125</td> <td>\$125.00</td> </tr> <tr> <td>/24</td> <td>253</td> <td>\$150.00</td> </tr> </tbody> </table> <p>Add, move and changes relating to this feature may be requested at any time by email to servicedesk@ains.net.au. A once off modification fee of \$75.</p>	Subnet	Useable IP addresses	Monthly Fee	/30	1	\$10.00	/29	5	\$30.00	/28	13	\$50.00	/27	29	\$70.00	/26	61	\$100.00	/25	125	\$125.00	/24	253	\$150.00
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/24	253	\$150.00																							
IP Addresses – BYO	<p>If you have your own /24 or larger subnet and ASN, we can advertise your network addresses. A Once-Off Setup Fee of \$250 applies but there is no monthly fee for routing of your subnet.</p>																								

Minimum Term and Activation Fee

Your Service Application Form will clearly identify the:

- Minimum Committed Term of your Service; and
- Activation Fee.

It is important to note that the Activation Fee does not include 1) any Special Linkage Charges or 2) in-building infrastructure related work that may be required to install the fibre circuit.

Bandwidth Modification

You may increase the bandwidth of the Service at any time by placing a Bandwidth Modification Request through your Account Manager. This upgrade will not increase the duration of your minimum committed term.

You can change the bandwidth as frequently as required (so long as it is supported by the underlying infrastructure) but you may never downgrade below your initial contracted bandwidth.

Each Speed Modification will incur a \$500 fee, however this is subject to confirmation on application.

Service Relocation

A Once-Off Relocation Fee of \$5,000 applies but there is no extension to the minimum term. This Relocation Fee may be reduced subject to confirmation on application.

Relocation of the Service is only possible when relocating to another building that is already connected to the same carrier fibre network which your Fibre Ethernet Service is connected to. Otherwise, the Termination Fee applies and a new Service will need to be supplied at the location you are moving to.

Termination Fee

Termination Fee applies if the service is cancelled within the minimum term.

Charge Type	Cancellation within 12 months	Cancellation in the 13th to 24th months	Cancellation after the 24th month
Termination Fee	100% of the total remaining monthly fees	The lesser of \$2,500 + 85% of the total remaining monthly fees, OR 100% of the total remaining monthly fees	The lesser of \$5,000 + 60% of the total remaining monthly fees, OR 100% of the total remaining monthly fees

The minimum notice for cancellation of this Service is 30 days and cancellation must be provided in writing by email to finance@ains.net.au

The Termination Fee may differ from that shown in this CIS; any variation will be clearly stated in your Service Application Form, otherwise, the Termination Fee will be as stated in this CIS.

Special Offers

Any special offers are as described in the notes or attachment to the Service Application Form.

Service Level Agreement (“SLA”)

This Service comes with a 99.95% Availability SLA with the following Service Targets and available Rebates.

Parameter	Target	Rebate
Incident Response Time	15 minutes	N/A
Accumulated Outage in the Month	20 minutes to 2 hours	10%
	2 hours to 8 hours	20%
	8 hours+	30%

Accumulated Outage is calculated from the time an Incident ticket is received by AINS to the time when the Service is restored.

The rebate amount is calculated as a percentage of the Service’s monthly recurring fee in accordance with the table above. The percentage is derived by dividing the accumulated outage hours by the number of days in the relevant calendar month.

You will not be entitled to claim any rebates:

- (i) if failure to achieve the relevant Service Levels is caused directly or indirectly by, or arises from or in connection with:
 - A. a Force Majeure Event;
 - B. a Planned Outage by AINS or the fibre infrastructure provider;
 - C. an Outage within an upstream service provider’s network or the fibre infrastructure provider network
 - C. any delay, act or omission of the Customer or the Customer’s personnel; or
 - D. the exercise of AINS’s right to suspend the Services in accordance with any term or terms of the Agreement.
- (ii) if AINS has not confirmed in writing to the Customer Service Completion Date.

Other Information

Customer Service contact details

AINS customer service, technical support and billing can be contacted on 1300 887 877 or by email to servicedesk@ains.net.au.

Telecommunications Industry Ombudsman

If you are unhappy or dissatisfied with the outcome of your complaint after following above process, you may contact TIO by calling 1800 062 058 or visiting their website www.tio.com.au/making-a-complaint