

SWIFT FIBRE 400

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

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Service Description

Swift Fibre 400 IP-Line is a symmetrical 400Mbps fiber-optic connection to the iiNet network and includes Unlimited Internet.

Minimum Terms

UTelecom Swift Fibre 400 service is available on 24, 36 or 48-month contracts.

Information about Pricing

400 Mbps Unlimited Internet

INSTALLATION FEE	24 MONTHS	36 MONTHS	48 MONTHS
\$0	\$799.00 + \$79.90(GST)	\$399.00 + \$39.90(GST)	\$399.00 + \$39.90(GST)
	MIN CHARGE \$21,093.60 INCL GST	MIN CHARGE \$15,800.40 INCL GST	MIN CHARGE \$21,067.20 INCL GST
\$1,999 + \$199.90 (GST)	\$799.00 + \$79.90(GST)	N/A	N/A
	MIN CHARGE \$21,093.60 INCL GST		
MANAGED ROUTER PRICE	PRICE DEPENDENT ON ROUTER SELECTION		

Additional Products

If you require additional UTelecom Products (for example, Data or Voice), you may incur a monthly charge of \$141.90 incl GST depending on the type of service and the location. You will need to refer to your Service Order for a full description of costs for any additional products you add.

Category	Additional Monthly Charge
Internet	From \$129 + \$12.90 GST (\$141.90 incl. GST)
Data	From \$129 + \$12.90 GST (\$141.90 incl. GST)
Voice	From \$129 + \$12.90 GST (\$141.90 incl. GST)
Cloud	From \$129 + \$12.90 GST (\$141.90 incl. GST)

Requirements and Availability

Limited to AAPT on-net buildings. Your address must be pre-qualified 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.

Monthly Data-Allowance

Unlimited—there are no time restrictions and no excess usage charges. Our Acceptable Usage Policy applies.

Other Information

UTelecom Customer Service	Complaints Handling	Further Options
<p>For assistance with existing services, please contact us as follows:</p> <p>Support P: 1300 008 835 E: support@utelecom.com.au</p> <p>Please contact us as follows if you are interested in signing up with UTelecom or adding new services:</p> <p>Sales P: 1300 008 835 E: sales@utelecom.com.au</p> <p>In case of billing inquiries, please reach out to us as follows:</p> <p>Billing P: 1300 008 835 E: billing@utelecom.com.au</p>	<p>If you wish to make a complaint, please contact our specialist complaint resolutions team by email at resolutions@utelecom.com.au</p>	<p>If you are not satisfied with our handling of your complaint and you have escalated this within UTelecom, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman either online at www.tio.com.au/about-us/contact-us or by phone on 1800 062 058.</p>

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Early Termination Charges

If you cancel the service or number(s) before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line: 1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.