

CRITICAL INFORMATION SUMMARY

BUZZ FIBRE 400

Information about the Service Buzz Fibre 400 is a fully managed business internet solution. This internet service can only be delivered to premises that are available for connection within the TPG Fibre network footprint.

This service supports a range of over the top services that are available from The Glue and other service providers including Business IP Telephony, these are available at an additional cost.

Minimum Term The minimum term is 36 months.

Minimum Monthly Cost (ex GST) \$400 per month (excluding setup charges and options)

Inclusions

Data	Unlimited (Fair Use Policy Applies)
Maximum Speed	400/400Mbps Symmetrical
Modem	None

Pricing (ex GST)

Setup Fee	\$350 once off
Monthly Service Charge	\$400 per month
Termination Charge	Remaining Months x Monthly Charge (e.g. 3 Months x \$ 400 = \$ 1,200)

Options

Additional Static IP	\$15 per month
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Supported Modems

Some existing modems / routers do not support gigabit throughput. In these cases your existing modem / router will limit the performance of your service. The Glue can supply a quote for a supported router / modem on request.

Fair Use Policy

All plans are subject to the Fair Use Policy (FUP) found in the terms and conditions listed at www.theglue.com.au/buzzterms

Usage

You can monitor your usage at <https://buzz.theglue.com.au/>. Alternatively, you can also monitor your usage by calling us on 1300 088 777.

Support

Our customer service team is available M-F 9am-5pm excluding NSW Public Holidays. Please email support@theglue.com.au or call 1300 088 777.

Complaints

Any complaints can be submitted to our customer service manager. If you have exhausted all avenues with The Glue's management and are still not satisfied, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or www.tio.com.au.

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This CIS is a summary only. Please contact The Glue for further information or visit our website www.theglue.com.au/buzzterms for full Terms and Conditions.

This summary is valid as of June 2021.

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