Critical Information Summary

10Gbps Symmetric - 10G Ethernet

Service Description:	**10G Ethernet Internet - 10000/10000 Mbps**	Inclusions:	**Unlimited Data**
Minimum Monthly Charge:	**$699.00 inc GST**	Maximum Monthly Charge:	**$699.00 inc GST**
Early Termination Fee:	**See contract terms below**	Minimum Term:	**Options available**

Dedicated fibre with symmetric 10Gbps speeds

Pricing (All inc GST)

Monthly Charge	**$699.00/month**
Setup Fee	**$0**
Minimum Total Cost	**$699.00**

Contract Terms & Early Termination

Month-to-Month	**Setup: $1999.00**
12 Month	**Setup: $999.00**
24 Month	**Setup: $0**

Early Termination Fee: If you cancel a fixed-term contract early, the fee is calculated as: (Remaining months) x $50. Month-to-month: No termination fee.

Speed Information

Max Download	**10000 Mbps**
Max Upload	**10000 Mbps**
Typical Busy Period (7-11pm)	**10,000 Mbps**

Dedicated 10G connection. Actual speeds depend on your equipment.

Included Features

✓ Unlimited Data

Conditions & Limitations

- Service subject to availability at your address
- Requires 10G-capable networking equipment
- Available in select Sydney metro areas only
- Subject to Fair Use Policy and Acceptable Use Policy
- Prices may change with 30 days notice

Supported NBN Technologies

Ethernet

Not all speeds available on all technology types.

Customer Service

Phone	**1300 798 718**
Email	**support@hyperconnect.au**
Hours	**Monday to Friday, 9am - 5pm AEST**
Portal	**konnect.thecore.net.au**

Complaints & Disputes

Step 1: Contact us via phone or email above. We aim to resolve complaints within 10 business days.

Step 2: If unresolved, contact the Telecommunications Industry Ombudsman.

TIO: 1800 062 058 | www.tio.com.au

Service Provider

Provider	**Real World Technology Solutions Pty Ltd**
ABN	**74 101 234 664**
Address	**2 Eden Park Drive, Macquarie Park NSW 2113**

Learn more about broadband: For information about broadband services, speeds, and choosing the right plan, visit the Communications Alliance Broadband Education Package at www.commsalliance.com.au/BEP