

Critical Information Summary

10Gbps Symmetric - 10G Ethernet			
Service	10G Ethernet Internet -	Inclusions:	Unlimited Data
Description:	10000/10000 Mbps		
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	
✓	Symmetric 10Gbps speeds
✓	Unlimited data
✓	99.9% uptime SLA
✓	24/7 priority support
✓	Static IP addresses
✓	FibreconX network

Conditions & Limitations
<ul style="list-style-type: none">• 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	konnnect.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