

Critical Information Summary – RFC Business Fibre Service



Key information

Service	Symmetric business fibre broadband on the Rural Fibre Co network, with a choice of Silver or Gold service level agreement (SLA). Includes unlimited data and a static IP address.
Minimum contract term	36 months (standard). 12- and 24-month terms are available at higher monthly pricing.
Minimum monthly charge	\$253.64 ex-GST / \$279.00 inc-GST (250 Mbps Silver, 36-month term)
Maximum monthly charge	\$1,830.63 ex-GST / \$2,013.70 inc-GST (10 Gbps Gold, 12-month term)
Total minimum price	Monthly charge × contract term, plus any installation fee, from \$10,044 inc-GST (250 Mbps Silver, 36 months)
Maximum early termination charge	Monthly charge × months remaining in your term, up to \$55,764 inc-GST (10 Gbps Gold, 36 months, cancelled at start)

The service

Splice Internet's Business Fibre Service provides a symmetric fibre broadband connection via Rural Fibre Co's fibre-to-the-premises network. It is designed for business, commercial, institutional and government customers. Your premises must be within the footprint of Rural Fibre Co's fibre network. To check availability, visit www.splice.au or call our team on 1800 SPLICE (1800 775 423).

Pricing

The Business Fibre Service is invoiced monthly and has an unlimited data allowance. Six symmetric speed tiers are available with a Silver or Gold SLA; speeds shown are the provisioned symmetric speed of the service. All services include a Static IP. Prices are per month, current until 1 July 2027, and apply to the 36-month term (12- and 24-month pricing under Minimum contract term):

Silver SLA plans

Speed plan (symmetric)	Monthly charge (ex-GST)	Monthly charge (inc-GST)
250 Mbps	\$253.64	\$279.00
500 Mbps	\$353.64	\$389.00
1 Gbps	\$480.91	\$529.00
2 Gbps	\$653.64	\$719.00
5 Gbps	\$871.82	\$959.00
10 Gbps	\$1,226.36	\$1,349.00

Silver SLA: 99% uptime target, 24-hour restoration target per outage, business-hours support, and pro-rata service credits on the monthly access fee for outages exceeding 24 hours.

Gold SLA plans

Speed plan (symmetric)	Monthly charge (ex-GST)	Monthly charge (inc-GST)
250 Mbps	\$290.00	\$319.00
500 Mbps	\$390.00	\$429.00
1 Gbps	\$544.55	\$599.00
2 Gbps	\$780.91	\$859.00
5 Gbps	\$999.09	\$1,099.00
10 Gbps	\$1,408.18	\$1,549.00

Gold SLA: 99.95% uptime target, 4-hour restoration target per outage, priority network operations centre (NOC) support. If a single outage is not restored within 4 hours of the fault report, 100% of the monthly access fee is credited.

Full SLA terms, including service credit calculations, are set out in the Business SLA Schedule at <https://splice.au/legal> or on request.

Multi-site services

Splice offers multi-site services all billed through the same Splice account, call our team on 1800 SPLICE (1800 775 423) and they will be able to arrange a service on your existing account.

How to pay

You can pay by direct debit from a bank account or credit card with no processing fees. A processing fee applies to non-direct debit payments made by credit card; current fees are set out in our Standard Form of Agreement.

Minimum contract term

The standard contract term is 36 months. 24-month terms add 20% and 12-month terms add 30% to the prices shown, to the cent (e.g. 500 Mbps Gold, 12 months: \$557.70 inc-GST/month). If you end your contract early, an early termination charge applies, equal to your monthly charge multiplied by the months remaining in your term.

Installation

Standard installation is included at no additional cost on all length contracts if your property is already serviceable by the RFC Fibre Network. Installation on 36-month contracts is at no cost regardless of connection orderable status, if the additional network build is approved. A \$1,500 ex-GST (\$1,650 inc-GST) installation fee applies to 24-month contracts and \$2,500 ex-GST (\$2,750 inc-GST) to 12-month contracts. Non-standard installation costs are set out in Splice Internet's Standard Form of Agreement at <https://splice.au/legal/standard-form-of-agreement>

Broadband guidance is available in the Broadband Education Package: <https://www.commsalliance.com.au/BEP>.

Equipment required

A Rural Fibre Co optical network terminal (ONT) is a mandatory component of this offer, supplied and installed at no separate charge; its cost is included in the pricing shown. To use this service, you also need a compatible router. A router can be supplied on installation for \$0; however, we cannot guarantee this will meet the needs of your business or speed expectation.

Splice Internet also offers a range of Nokia Beacon WiFi extenders as detailed on www.splice.au/hardware, which will connect in-range wireless devices at your premises.

Full terms

This Critical Information Summary is a summary only. Visit <https://splice.au/legal/standard-form-of-agreement> for our Standard Form of Agreement, which sets out our full terms and conditions.

Usage information

Data usage is unlimited, subject to the Splice Internet Acceptable Use Policy. For usage information, email support@splice.au or call 1800 775 423.

Customer support contact details

You can contact Splice Internet for customer support or to make a complaint at 1800 775 423 or complaintresolution@splice.au.

Dispute resolution and the TIO

If you are not happy with the outcome, let us know and we will follow our Complaints Handling Policy, available at www.splice.au/legal/complaints-handling-process. If we cannot resolve your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or at <https://www.tio.com.au/complaints>.