

Super Value Fibre Plans

Call us now on (02) 8030 1040



9 reasons to choose Exetel



Join the thousands of Australian businesses that save on data with Exetel



Enjoy a guaranteed level of up-time



Get your service installed and activated within 40 days



Low priced plans with big allowances



Market-leading Service Agreement. 4 hour re-activation target



Australia wide coverage



Tailor your Ethernet plan. Speeds from 2 Mbps to 1,000 Mbps available



Choose between a 12, 24 or 36 month contract




24/7 support and a dedicated Account Manager

Better plans. Lower prices.

20/20Mbps
Unlimited Downloads

 Free Uploads

 Free Installation


 24/7 Support \$50/mth

 1:1 Contention

\$700/mth
 INC. GST*

50/50Mbps
Unlimited Downloads

 Free Uploads

 Free Installation


 24/7 Support \$50/mth

 1:1 Contention

\$950/mth
 INC. GST*

100/100Mbps
Unlimited Downloads

 Free Uploads

 Free Installation

 24/7 Support \$50/mth

 1:1 Contention

\$1,200/mth
 INC. GST*

*Pricing is based on CBD zoning with a 36 month contract. Please contact the Exetel Sales Team to check for availability at your premises.

What features come with your plan

Better Infrastructure. Cheaper Prices

Exetel delivers high-speed communication and internet services with the reliability you demand at a better price than any other provider.

To ensure super-reliability, Exetel uses the networks of all Australia's major fibre providers to connect our clients to and from our own PoPs around Australia.

The service is a dedicated 1:1 circuit from your premises to Exetel's closest CBD PoP. High speed links from our PoP connect to all other capital cities and direct links to the local and international internet.

Quick Installation. Better Planning.

It takes just 40 working days from the date your application with Exetel to the date your service is installed and activated.

Within 7 days of your application being received you will be given a planned installation date. The actual date will be confirmed within 21 days.

Better Service Agreement. Greater Peace Of Mind.

Many providers don't offer a service level guarantee and can leave their business clients waiting longer than 36 hours to resolve a fault.

With an Exetel Service Level Agreement, when a problem occurs the fault is defined and resolved within the timeframe set by your agreement. Our SLA and pricing vary so you can choose the level of cover that is right for your business depending on your operational reliance on the internet.

Our target fault response time is 1 hour. Our target restoration time is 4 hours.

Your Service Level Agreement

Service Type	Definition	Service Level Guaranteed
Service Availability	The availability of the connection between the customer router/modem and the Exetel network.	Exetel will ensure that service availability is no less than 99.95%
Response Time To Acknowledge Service Fault	The time it takes Exetel to acknowledge a problem exists.	Exetel will ensure that any email or phone call received advising Exetel of a "line out" problem will be acknowledged and logged within 60 minutes
Time To Restore A Line Out Service	The time it takes Exetel to re-activate the service.	Exetel will guarantee that it will re-activate a line that has dropped out within 4 hours of the problem being logged.

Credit For Outage. Your Guarantee.

Exetel will provide you with a designated service up time per calendar month basis. In the event that we do not deliver the service covered under the SLA at the level(s) guaranteed then a schedule of rebates of the monthly access fee will apply.



Terms & Conditions

* All prices include GST. Pricing is subject to location and infrastructure used.

The service comes standard with support from 8:30am-9:00pm Monday-Friday (excluding public holidays). 24/7 support is available for \$50/mth.

Speeds up to 1,000mbps/1,000mbps can be quoted on request.

If the service is moved to another address or cancelled before the end of the initial contract period then the remaining monthly charges are charged.

If a Telstra Fibre service is moved to another address before the end of the initial contract period then a relocation fee applies, plus a renewal of the original contract term. For speeds under 100Mbps/100Mbps the relocation fee is \$2,750.00 and for speeds 100Mbps/100Mbps and above the relocation fee is \$4,400.00 (including GST).

If the service is cancelled before the end of the initial contract period then the remaining monthly charges are charged.

Exetel's fibre services may not be re-sold; they are provided for the sole use of employees of the company that is supplied with the service.