GigaComm Social Housing Plan

Service Description	GigaComm's Social Housing plan is an internet service delivered only to government-subsidised, short and long-term rental, multiple dwelling units.			
Minimum term	1 Month			
Setup Charges (once-off, included in first monthly bill)	**Contract Term**		**Setup Charge (incl. GST)**	
	1 Month		$0	
Minimum Monthly Charge	**Plan Name**	**Speed Tier (down/up)**	**Minimum Monthly Charge (incl. GST)**	**Total Minimum Cost**
				First Month (includes once-off setup charges, incl. GST)
	Social Housing 100	100/25 Mbps	$49	$49
Payments	Paid monthly basis via Direct Debit OR fortnightly basis via Centrepay deductions (https://www.servicesaustralia.gov.au/centrepay)			
What is included?	Features of this service include: • Unlimited data usage (please refer to our "Acceptable & Fair Use Policy") • Australian-based support team • Free installation and router			
Early Termination Charges	If you cancel your service, you must provide 30 days' notice. There are no charges for Early Termination.			
Equipment Charges	To enjoy the full benefits of this Service, you will be provided with a high-grade, Gigabit capable router from us free of charge. Alternatively, you are welcome to use your own router. Routers supplied by other internet service providers may have settings that are not compatible with our network. Please note, that if you choose to use your own equipment, we may be limited in our ability to provide technical support.			
Consumer Resources	The Australian Telecommunications Industry body, Communications Alliance, publishes an education package as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions. https://commsalliance.com.au/BEP			

Information about this Service

Where is it available?
Our Social Housing plan is only available where GigaComm services have been installed and are connected to government-subsidised, short and long-term rental, multiple dwelling units. Your address must be qualified before formal acceptance and commencement of service delivery.

What do I need to access the service?
GigaComm will provide a Network Termination Unit (NTU) with a single, customer-facing 1000BASE-T Ethernet port with your internet service.

Internet Speeds
Residential internet speeds achieved over our network are best-efforts and are not guaranteed. Actual speeds you will receive may vary due to several factors, such as limitations on your hardware or software, internet traffic and the source, or type of content being downloaded or uploaded.

Acceptable & Fair Use Policy
GigaComm wants all of its customers to have a great experience using its products, but one user's experience can be impacted by the use and behaviour of others. To maximise the available benefit to all users, GigaComm has established a set of rules and potential actions if those rules are breached in its Acceptable & Fair Use Policy. We encourage GigaComm's customers to read the Acceptable & Fair Use Policy, available here:

https://www.gigacomm.net.au/hubfs/GigaComm%20Website/PDF%20Fact%20Sheets/GigaComm-Acceptable-Fair-Use-Policy-21102020.pdf

Qualifications
Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "Acceptable and Fair Use Policy" available on our website.

Maintenance of Service Equipment

We may suspend services for a reasonable period of time to perform maintenance on the Service Equipment, provided that in each case, we will use our reasonable endeavours to give you reasonable notice (bearing in mind the urgency and nature of the work) of any interruption to the services and minimise any interruption to the services.

Information about Pricing

Monthly Charges
Refer to the above table.

Excess Usage
GigaComm's Social Housing plan is an unlimited internet service – there are no time restrictions and no excess usage charges. Our "Acceptable & Fair Usage Policy" applies.

Billing Information

Billing Charges
Bills are sent each month to your registered email address, free of charge.

If you have authorised Centrepay deductions the fortnightly amount of $22.60 will be deducted from your fortnightly Centrelink payment.

Billing Date
Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge. Invoices are sent a few days after the start of each billing period.

First Bill Charges
Your first monthly invoice shows transactions for the following:

- Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
- Next period fees. The monthly fee for the next billing period.

Payments
You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

GigaComm Customer Contacts

New Sales Details
Contact our sales team on info@gigacomm.net.au

Support Details
Contact our support team on support@gigacomm.net.au

Billing Details
Contact our billing team on billing@gigacom.net.au

Customer Complaints and TIO Information
For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.
You can contact GigaComm's complaint resolution team at complaints@gigacomm.net.au

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058.**

For full contact information visit www.tio.com.au/about-us/contact-us

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