

## GigaComm Fibre to the Distribution Point (FTTx) Plans

<b>Service Description</b>	GigaComm's FTTx plans are delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises.			
<b>Minimum term</b>	1 Month or 24 Months			
<b>Install Fee (once off)</b>	<b>Contract Term</b>		<b>Install Fee (incl. GST)</b>	
	1 Month		\$125	
	24 Months		Nil	
<b>Equipment fees</b>	<p>To enjoy the full benefits of our Residential Internet Service, we recommend purchasing our high-grade Gigabit capable router from us for \$119 (incl. GST). Alternatively, you are welcome to use your own router. Routers supplied by other internet service providers may have settings that mean it is not compatible with our network.</p> <p>Please note, that if you choose to use your own equipment, we do not provide technical support.</p>			
<b>Minimum Monthly Charge</b>	<b>Plan Name</b>	<b>Speed Tier (down/up)</b>	<b>Minimum Monthly Charge (incl. GST)</b>	<b>Total Minimum Cost (incl. GST)</b>
	FTTx 200	200/50 Mbps	\$79	1 Month – \$204 24 Months – \$1896
	FTTx 200 Upload+	200/100 Mbps	\$99	1 Month – \$224 24 Months – \$2376
	FTTx 400	400/50 Mbps	\$149	1 Month – \$274 24 Months – \$3576
	FTTx 400 Upload+	400/100 Mbps	\$169	1 Month – \$294 24 Months – \$4056
	FTTx Gigabit	1000/50 Mbps	\$169	1 Month – \$294 24 Months – \$4056
	FTTx Gigabit Upload+	1000/100 Mbps	\$189	1 Month – \$314 24 Months – \$4,536
	<b>What is included?</b>	<p>Features of this service include:</p> <ul style="list-style-type: none"> <li>● Unlimited data usage (please refer to our "Acceptable and Fair Use Policy")</li> <li>● Australian based support team</li> </ul>		
<b>Early Termination Charges</b>	If you cancel your service, you must provide 30 days notice. If you cancel your service within the contract period, you will be charged an Early Termination Charge (ETC) equal to the sum of the remaining months of your contract. This is capped at \$250.			

## Information about this service

### Where is it available?

Our Residential Internet is only available where GigaComm services have been installed and are connected. 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 NTU with 1 customer facing 10/100/1000 1000BASE-T ethernet port with your internet service together with a Gigabit capable router with Wi-Fi.

### 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.

### 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.

## Information about Pricing

### Monthly Charges

Refer to the above table.

### Excess Usage

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

## Billing Information

### Billing Charges

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

### 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, and in arrears for any usage charges. 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:

- Installation. The installation fee, and any payments you made to us prior to installation.
- 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.

## Other Information

### GigaComm Customer Contacts

#### New Sales Details

Contact our sales team on [info@gigacomm.net.au](mailto:info@gigacomm.net.au)

#### Support Details

Contact our support team on [support@gigacomm.net.au](mailto:support@gigacomm.net.au)

#### Billing Details

Contact our billing team on [billing@gigacom.net.au](mailto: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](mailto: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](http://www.tio.com.au/about-us/contact-us)