

## 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 to 24 Months  |                                       |   |   |
| <b>Install Fee (once off)</b>    | <b>Contract Term</b>  |                                       | <b>Install Fee (incl. GST)</b>            |   |
|                                  | 1 Month   |                                       | \$125                                     |   |
|                                  | 12 Months   |                                       | Nil                                       |   |
|                                  | 24 Months   |                                       | Nil                                       |   |
| <b>Equipment fees</b>            | To enjoy the full benefits of our Residential Internet Service, we recommend purchasing our high-grade Gigabit capable router from us for \$125 (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. Please note, that if you choose to use your own equipment, we do not provide technical support.   |                                       |   |   |
| <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 100  | 100/25 Mbps                           | \$65                                      | 1 Month – \$190<br>12 Months – \$780<br>24 Months – \$1,560   |
|                                  | FTTx 100 Upload+  | 100/50 Mbps                           | \$75                                      | 1 Month – \$200<br>12 Months – \$900<br>24 Months – \$1,800   |
|                                  | FTTx 200  | 200/50 Mbps                           | \$79                                      | 1 Month – \$204<br>12 Months – \$948<br>24 Months – \$1,896   |
|                                  | FTTx 200 Upload+  | 200/100 Mbps                          | \$99                                      | 1 Month – \$224<br>12 Months – \$1,188<br>24 Months – \$2,376 |
|                                  | FTTx Gigabit  | 1000/50 Mbps                          | \$99                                      | 1 Month – \$224<br>12 Months – \$1,188<br>24 Months – \$2,376 |
|                                  | FTTx Gigabit Upload+  | 1000/100 Mbps                         | \$119                                     | 1 Month – \$244<br>12 Months – \$1,428<br>24 Months – \$2,856 |
|                                  | <b>Payments</b>   | Payment must be made by direct debit. |   |   |
| <b>What is included?</b>         | Features of this service include: <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.   |                                       |   |   |
| <b>Consumer Resources</b>        | 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.<br><a href="https://commsalliance.com.au/BEP">https://commsalliance.com.au/BEP</a> |                                       |   |   |
| <b>Fair Use Policy</b>           | 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 Fair Use Policy, We encourage GigaComm's customers to read the Fair Use Policy, available here:   |                                       |   |   |

## 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

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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)