

GigaComm Fibre Broadband

Fibre Broadband				
Service Description	GigaComm's Fibre service is an internet service delivered over a symmetrical fibre-optic connection from your premise to the GigaComm network.			
Minimum term	36, 48 or 60 Months			
Minimum Monthly Charge (incl. GST)	Installation Fee	36 Months	48 Months	60 Months
	\$0	\$1,099	\$799	\$750
	\$2,500	\$899	N/A	N/A
What is included?	<ul style="list-style-type: none"> • Aggregated 1,000/1,000 fibre connection • Minimum of 1 service location and a maximum of 4 discrete products (ports) supported per device (split product POA) • Unlimited internet usage • 1 Static IP address (IPv4) on all plans • 99.9% availability target • Priority ticket handling from our local support team 			
Early Termination Charges	If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprising your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' notice to us to disconnect a service.			

Information about this service

Where is it available?

GigaComm Fibre is limited to buildings within our network coverage area. Your address must be pre-qualified before a quotation can be provided.

Connection Timeframes

Typical installations take anywhere between 8 to 12 weeks to complete. Timeframes can vary depending on building management approval and site access.

Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic. Transmission overheads will also slightly reduce the speeds you will receive. Whilst we classify these speeds as being guaranteed, the above factors must be considered.

The 1000/1000Mbps speeds can be aggregated between up to four discrete products. E.g. one product can be allocated 200/200Mbps, a second can be allocated 100/100Mbps and a third can be allocated at 700/700Mbps - totalling 1000/1000Mbps per Fibre1000 service (additional charges apply - POA). Or use the entire 1000Mbps bandwidth for use with one Unlimited data service. GigaComm's Fibre service can be split up for use as an Unlimited Internet connection, or as a Private IP network connection.

Equipment

You will need to use a separate router to ensure the service is used with maximum efficiency. Contact us for recommendations and pricing options, or buy through your preferred supplier.

Information about Pricing

Monthly Charges

The monthly charge depends on the contract length and installation fee you choose. Refer to the above table.

All pricing excludes GST and is based on 1 discrete product. Additional discrete product splits are POA.

Additional monthly charges may apply depending on the cost to build out fibre connectivity to off-net sites. Full quote can only be provided after service qualification.

Order Withdrawal

If you withdraw your order prior to the associated service completion advice being issued by GigaComm, the following order withdrawal fees will apply:

Order Delivery Stage	Withdrawal Charge (Excl. GST)
Post Order Receipt but pre-order Acceptance	\$0
Post Order Acceptance but Pre-Access Service Confirmation	\$800
Post Access Service Confirmation but Pre-Service Completion	\$8,000

Service Relocation

Relocation fees relate to how we handle ETFs on a service cancelled as a result of a relocation:

- Relocations within the same building are POA
- Relocations to a new building on the same access network and qualified site incur a fee based on remainder of contract and cost to build to qualified site – this is POA
- Relocations to a new building on a different access network are not supported – full ETF applies.

Billing Information

Billing Charges

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

Billing Date

Your bill is generated on the 25th of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges.

First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated to the end of that billing cycle;
- The minimum monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurring items used during that 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 accounts@gigacomm.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

Other Information