



### Information about the Service

**Fibre Estate Broadband** – Our Fibre estate broadband service is an internet only service that utilises the OptiComm wholesale broadband fibre network to deliver high speed broadband in selected estates.

**Included features** This fibre broadband only service includes the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- Awesome Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

**Availability & System Requirements** This service is available in OptiComm estates within South Australia, Victoria and New South Wales. It requires an Optical Network Termination Unit (for Fibre to the premises services). Any cabling beyond the network boundary point in your premises is your responsibility and at your cost.

**Equipment needs** – You require an approved compatible Ethernet or VDSL2 capable router as applicable. If you do not have one, we can sell you a compatible device at an additional cost of \$89.00; \$149 or \$234 (plus \$20 postage).

**Is this a Bundle Service?** - This is an internet only plan.

### Plans

Fibre Broadband Plan Name	Monthly Included Data	Minimum Monthly Charge	Min. Cost 1 Month Inc. \$99 Set Up	Data Unit Cost (Per GB)
Home Fibre (12/1)	250GB	\$49.90	\$148.90	\$0.20c
Home Fibre (12/1)	Unlimited	\$59.90	\$158.90	-
Home Fibre (25/5)	250GB	\$59.90	\$158.90	\$0.24c
Home Fibre (25/5)	Unlimited	\$69.90	\$168.90	-
Home Fibre (50/20)	500GB	\$79.90	\$178.90	\$0.16c
Home Fibre (50/20)	Unlimited	\$89.90	\$188.90	-
Home Fibre (100/40)	500GB	\$89.90	\$188.90	\$0.18c
Home Fibre (100/40)	Unlimited	\$99.90	\$198.90	-
Home Fibre 1000/400*	1TB	\$199.90	\$298.90	\$0.19c

\*Not available at all locations

## Critical Information Summary – Fibre Estates Broadband

**Minimum Term** – The minimum term for our Business Fibre Estate plan is 1 Month.

### Pricing Information

**Set-up fee** -There is \$99 set up fee for this service.

**Excess Usage** -There are no excess usage charges.

**Plan Changes** -You can change your plan at any time without charge. If you are changing your plan during a current billing cycle you will need to pay the difference between your current plan and your new plan. If you are downgrading your plan, we do not offer a pro rata refund or credit.

**Exit Fee** - There is no exit fee for this service. We require 30 days' notice of intent to cancel this service. If you don't inform us of your cancellation before the end of the month, you will be charged for another month's service. If you cancel your service, we won't refund any fees that you've already paid to us. There are no pro-rata service credits or refunds for any unused period upon cancellation. All unpaid charges will be direct via your nominated AutoPay method on the date your service has been cancelled or shortly thereafter.

**OptiComm New Development Charge** – OptiComm charge a \$300 new development charge, that applies to the first order for an OptiComm network service, in a new development. This charge is applied to each premises in the development. We will inform you if the new development fee applies upon sign up.

**Order Withdrawal Fee** -If you withdraw and order that you have placed with us prior to connection you will need to pay a \$55 withdrawal fee. Any equipment purchased as part of the order will need to be returned in its original condition to us for a refund to be processed. Postage costs are not refundable.

**Faults Fees** -An Incorrect Call out Fee of \$220 applies if a technician is sent to your premises and no fault is found with the OptiComm infrastructure. A Not in Attendance Fee of \$220 applies if a technician arrives at your premises and you are not in attendance.

### Other Information

**Data Usage** – Both uploads and downloads count towards your data allowance. If you exceed your monthly data allowance, your service will be slowed down to 256kbps for all usage until the next billing cycle begins. This means that you will not be charged for extra data usage. Information is available at [www.esc.net.au/terms/spendmanagement](http://www.esc.net.au/terms/spendmanagement) Typical Usage Information can be found at [www.esc.net.au/terms/spendmanagement](http://www.esc.net.au/terms/spendmanagement)

**Checking your data usage** - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at [www.esc.net.au/go/myaccount](http://www.esc.net.au/go/myaccount)

**Payment Processing Fee** - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

**Customer Service** - You can call us on 1300 135 235 and we can assist you with technical support, account balances, usage updates, payments, general support and many other queries. Please check our website for our current hours.

**Customer Dispute Resolution** - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at [www.esc.net.au/go/feedback](http://www.esc.net.au/go/feedback); In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058 or [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).