

Critical Information Summary – OptiComm broadband (Higher tier plans)

Service to be provided: Uses OptiComm fibre optic infrastructure to deliver broadband to your premises.

Data Included	Fast 100/20	Fast Plus 100/40	Super-Fast 250/25	250/100 **	Ultra-Fast 1000/50
Unlimited Minimum/Maximum Monthly Charge	\$95	\$109	\$119	\$209	\$129
Typical Evening Download Speeds (7pm - 11pm)	99Mbps	99Mbps	249Mbps	249Mbps	875Mbps
Typical Evening Upload Speeds (7pm - 11pm)	17Mbps	34Mbps	21Mbps	87Mbps	43Mbps
Early Termination Charge	\$0	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1	1

NOTE: **250/100 is no longer for sale

Information about the service

What is the service?

Aussie Broadband's Opticomm fibre broadband service uses OptComm equipment to deliver fibre broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere that OptiComm has been rolled out - for more details please you can visit our website.

What do I need to access the service?

- You will need specific OptiComm equipment installed at your property, if you don't have this equipment installed already you will need to contact OptiComm on 1300 137 800 to have it installed before signing up with Aussie Broadband.
- You will also need a router that is compatible with your Fibre to the Premise (FTTP) service (see "equipment fees" on next page). For the higher speeds you need a router that is capable of reaching higher speeds.

What is included?

Features of this service include:

- Five email addresses
- Email spam protection
- Australian-based phone support

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1-7am), download-only metering or a static IP.

Minimum term of the service

This service is month-to-month with no fixed term

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at <https://www.aussiebroadband.com.au/legal>.

Information about pricing

Excess usage

There are no excess usage charges.



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Exit fee

There are no exit fees for this service.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an OptiComm-ready modem/router from Aussie Broadband, but we can provide one if you prefer: modem/router cost starts from \$180 plus postage. Higher speed capable routers start from \$240. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post.

New development fee

OptiComm may charge a fee for deploying network infrastructure to new premises or dwellings, the actual fee payable is determined on a case-by-case basis. This fee may be applied to each new premises requiring an OptiComm connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. This charge of \$300 will be payable directly to OptiComm before you commence signup with us or you can opt to pay it through us to pass on.

Connection charge

A charge of \$330 may also be payable to OptiComm by your property is classed as OptiComm Class 1 – 3 or \$550 if it is classed as Class 5. We will inform you upon signup if this fee may apply.

Other possible charges

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.

- OptiComm will charge a \$97 fee if you miss an appointment that has been booked and confirmed for installation or fault reasons. An appointment is locked in 24 hours before the appointment time and it cannot be changed, if it is changed or cancelled the failed appointment fee will apply.

Note: All costs mentioned on this critical information summary are inclusive of GST.

Other information

Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). Our support hours are constantly expanding — check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint

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