

## Critical Information Summary

# South City Square Internet Plans

## Information about the Service

This summary may not reflect any or all discounts or promotions which may apply from time to time.

	Fast25	Fast50	Fast100	Fast250
<b>Minimum Monthly Charge</b>	<b>\$79<sup>95</sup></b>	<b>\$89<sup>95</sup></b>	<b>\$99<sup>95</sup></b>	<b>\$109<sup>95</sup></b>
<b>Activation Fee</b>	\$108 <sup>99</sup>	\$108 <sup>99</sup>	\$108 <sup>99</sup>	\$108 <sup>99</sup>
<b>Total Minimum Cost</b>	\$188 <sup>94</sup>	\$198 <sup>94</sup>	\$208 <sup>94</sup>	\$218 <sup>94</sup>
<b>Minimum Term</b>	30 Days	30 Days	30 Days	30 Days
<b>Monthly Data Allowance</b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Download Speed</b>	25Mbps	50Mbps	100Mbps	250Mbps
<b>Upload Speed</b>	10Mbps	20Mbps	20Mbps	25Mbps
<b>Typical Evening Speed (7-11PM)</b>	23Mbps	47Mbps	95Mbps	240Mbps

### Router

If you are located within the South City Square precinct, Connected Australia provides a router for your use, free of charge. Please be aware that this router remains the property of Connected Australia at all times, but if you decide you'd like to take it with you when you move, there will be a replacement cost of \$199.

## About The Service

Connected Australia uses Opticomm's fibre optic (FTTP) network to deliver high speed broadband internet to your premises.

### What is the minimum contract term?

There is no contract term - your service is month-to-month and you are free to cancel, switch providers or technologies at any time, so long as you provide us with 30 days notice.

### Where is it available?

The service is not available in all places or locations. Connected Australia is not the statutory infrastructure provider (SIP) and is not able or obligated to provide service to all premises, however we will reasonably endeavour to service your location where feasibly possible.

### Connection Speeds

Connection speeds are up to 250Mbps, however we can deliver up to 1Gbps at select locations. Please contact our sales team on 1300 859 779.

### Performance

Connected Australia provides the service on a best-effort basis, however it will take all reasonable endeavours to ensure that the performance of your service meets the typical evening speed where-ever possible.

Many things can affect the performance of your service, such as:

- Other users on your network consuming bandwidth.
- The speed of the server which you are connecting to.
- Congestion outside of Connected Australia's network.
- Poor WiFi performance or coverage.
- Faulty or underperforming equipment or devices.

Distributing the service around your premises is your responsibility. This includes the configuration of your router (if you choose to use your own), as well as ensuring the router you have provided is capable of providing coverage to all locations within your premises in which you wish to use the service.

Connected Australia may provide suggestions or advice on improving the performance of your service, however this advice is provided as a gesture of good faith and any speed guarantees are made at the "demarcation point", which is the data port on the Opticomm ONT (Optical Network Terminal).

## Critical Information Summary

### Support & Complaints

From time to time, you may require assistance from Connected Australia with regards to your service.

#### Service & Support

You can contact us at any time by emailing [support@connectedoz.com.au](mailto:support@connectedoz.com.au), or by calling us on 1300 859 778 (Option 1), 8AM-8PM (AEST) on weekdays, or 9AM-6PM on weekends and public holidays.

#### Dispute Resolution

On rare occasions, we may be unable to resolve your query or concern to your satisfaction. If you would like to escalate, please follow our Complaints Handling Process, or let one of our team know that you'd like to raise a complaint - we'll escalate it straight away.

#### Telecommunications Industry Ombudsman

If after making a Complaint, Connected Australia is unable to resolve your complaint to your satisfaction, you may escalate your query to the Telecommunications Industry Ombudsman (TIO). The TIO act as an independent mediator for the purposes of resolving disputes between telecommunications providers and their customers.

The TIO is a service of last resort - as a result, they are not able to accept your complaint unless you have made a reasonable effort to resolve your complaint with us first.

You can contact the TIO by calling 1800 062 058, or by visiting <http://www.tio.com.au>.

### Pricing & Billing

#### Activation Fee

An activation fee of \$108.99 is applicable to all new Opticomm services. This is a charge imposed on us by the wholesaler, which we pass through at our cost price.

#### New Development Charge

If you're in a new development and there has not previously been an active service at the location, a \$330 New Development Charge may apply. This is a charge imposed on us by the wholesaler, which we pass through at our cost price.

#### Data Usage Charges

No excess usage charges will apply to your service. All Connected Australia services under this CIS are unlimited.

#### Plan Changes

If you choose to upgrade or downgrade your plan, you may do so at any time and there will be no charge for doing so.

#### Billing & Payment

All Connected Australia services are billed one month in advance, on the monthly anniversary of your signup. Your first bill will be the sum of your first month's service fees, plus any associated Activation Fees or New Development Charges (where applicable).

#### Paying your Bill

Details for payment are located on your bill, as well as outlined to you during the signup and onboarding process. You have a variety of options for settling your account, including Direct Debiting of your credit card or nominated bank account.

#### Declined & Overdue Payments

If there are insufficient funds in your account at the time of debit, or you fail to update your card information before your debit date, a late payment fee of \$10 will apply to your next bill, to cover our material costs in re-processing the transaction.

#### In-Flight Cancellation

If you have signed up for a service with Connected Australia but subsequently decide not to proceed with the order prior to service delivery, an In Flight Cancellation Fee of \$150.00 (inc GST) will apply to each declined order.

#### Cancelling Your Service

If you choose to cancel your service, you must provide us with at least 30 calendar days notice. You will be charged up until the date the service is disconnected.

