



CONNECTED
AUSTRALIA

CRITICAL INFORMATION SUMMARY

Private Fibre 12/1 Mbps Broadband Connection

The Service

Connected Australia's 12/1 Mbps* Broadband Service delivers high-speed broadband Internet over Private Fibre Optic Infrastructure to the Network Termination Unit at your property.

Minimum Contract Term

24, 12 Month or No Contract.

Limitations/Qualifications for the Service

Please check our website to confirm your service availability or contact our Residential Sales Team on **1300 859 778** and select **Option 1**.

Connection Speeds

Connection speed is **up to 12/1 Mbps***.

*The download and upload speeds selected are the maximum speed that each type of connection can achieve and is not guaranteed.

Connected Australia does not guarantee the speeds that will be reached by end users as we depend on our wholesalers to ensure services are provisioned to deliver maximum speeds at all times.

We find that when customers experience speed difficulties on these services, they are usually affected by the following factors (internal and external):

- The type of content being accessed
- The type of connection within the premises (wireless or hardwired)
- The distance from the router when connected wirelessly
- Wireless interference (particularly on 2.4GHZ wi-fi in apartment buildings)
- The customer's internal network, operating system (Windows or IOS etc.), hardware, software and software configuration (E.g. firewall and anti-virus)
- The number of people using the service at the residence at the same time
- The origin of the data being accessed (including server limitations)
- Contention or congestion in Connected Australia's or any of our wholesaler's networks

Hardware

To assure the highest performance of, and levels of support for your service, Connected Australia offers a compatible router for your service.

Router pricing depends on the term of contract chosen and are on page 2.

Should you wish to BYO router, it is your responsibility to configure your own router. Connected Australia offers limited support for BYO router configuration.

Other Information

Connected Australia Customer Contacts

When contacting Connected Australia for assistance, there are a number of options to facilitate your enquiry;

Complaints

For any complaints, we urge you to contact us first so that we can try to resolve the complaint. The last thing we want is unhappy customers!

You can contact Connected Australia's support team at **support@connectedoz.com.au** or call **1300 859 778** and select **Option 1**.

TIO Information

If we can't settle 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**

Customer Service Details

For Residential Sales, reach us on **connections@connectedoz.com.au** or call **1300 859 778** and select **Option 1** to order.

For Technical support, reach us on **support@connectedoz.com.au** or call **1300 859 778** and select **Option 1** to order.

For Account or Billing Enquiries, reach us on **accounts@connectedoz.com.au** or call **1300 859 778** and select **Option 1** for more information about your service.



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Monthly Charges - Prices based on 12/1 Mbps plan				
Included Data Allowance (Anytime Quota)	50 GB	100 GB	250GB	Unlimited
Uploads & Downloads Counted in Allowance	Yes	Yes	Yes	Yes
Monthly Plan Fee	\$54.95	\$54.95	\$59.95	\$79.95
Total Monthly Minimum Cost	\$54.95	\$54.95	\$59.95	\$79.95
Total Minimum Cost - No Contract	\$153.95	\$153.95	\$158.95	\$178.95
Total Minimum Cost - 12 Month Contract	\$728.40	\$728.40	\$788.40	\$1,028.40
Total Minimum Cost - 24 Month Contract	\$1,318.80	\$1,318.80	\$1,438.80	\$1,919.80
Cost of 1GB of data usage (included allowance)	\$1.10	\$0.55	\$0.24	-
Cost of 1GB of data usage (excess usage)	No excess charges- Speed shaping to 256/256kbps			-

Pricing Information

Activation Fee

A once off activation charge of \$69 applies for a 12 Month contract and \$99 for No Contract when activating a new private fibre broadband service with Connected Australia. No activation fees apply for 24 Month Contract.

If you're in a new development and not already connected to the internet, a \$300 New Development Charge *may* apply.

Data Usage Charges

No excess usage charges will apply on your service.

Plan Changes

Plan upgrade to a plan of equal or greater monthly cost: (E.g. from 250GB to Unlimited or 12/1 Mbps to 25/5):

\$0 with no re-contract

Change to a plan of lesser monthly cost:

\$20 on a new 12 month contract or \$40 with no re-contract

Payment Options

Pay by direct debit either via card or a bank account. No credit card surcharges apply.

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.

Billing Cycle

All Connected Australia services are billed in advance via anniversary billing.

E.g. If your service is setup on the 10th of the month, then your billing

start date is on the 10th of the month and will cover the full month from the 10th to the 9th of the following month.

We require pre-payment of the first months' cost (including router fee, activation fee and first month).

Routers

Router Charges			
Contract Selected	No Contract	12 Months	24 Months
Archer VR1600v	\$139.95	\$109.95	\$0.00

In-Flight Cancellation

If you have signed up for a service with Connected Australia but then decide not to proceed with the order prior to service delivery, an In-Flight Cancellation Fee of \$150 (inc GST) will apply.

Early Termination Fee - 24 & 12 month Contract Term

An Early Termination Fee (ETF) of up to \$475 (inc GST) for a 24 Month contract and \$300 (inc GST) for a 12 Month contract, is owed if the End User wished to cancel their connection within their minimum contract term. The ETF will be pro-rated by the number of months remaining in the minimum contract term.

The End User may cancel their Service at any time by giving Connected Australia thirty days' notice (as well as if the End User does not want to continue to use the connection after the end of the minimum term of a Fixed-Term Agreement).

Eg. The End User cancels a 24 Month contract with four months remaining after the notice period ends would be calculated as \$475 divided by 24 months times 4 months. This would make the total ETF \$79.17 including GST.