Critical Information Summary

# Business Opticomm 100/20

Unlimited business internet on the Opticomm fibre network · Standard support

This summary sets out the key facts about this plan: what you get, what it costs and the conditions that apply, so you can compare it with other offers. It is a summary only. Read it with your service agreement and our standard terms at aandstc.com.au/terms. All prices include GST.

## 1 Summary of this offer

| | 12-month minimum term | 24-month minimum term |
|---|---|---|
| Minimum monthly charge | **$137** | **$137** |
| Maximum monthly charge | **$137**<br>Plus optional extras you order and section 5 charges that apply to you | **$137**<br>Plus optional extras you order and section 5 charges that apply to you |
| Minimum total cost | **$1,644**<br>12 × $137, with $0 standard connection | **$3,288**<br>24 × $137, with $0 standard connection |
| Early termination charge | **$110**<br>Flat, only if you cancel within the minimum term | **$110**<br>Flat, only if you cancel within the minimum term |
| The service | Business internet over the Opticomm fibre network. Unlimited data, no usage charges and no speed shaping. A static IP address is optional. | |
| Typical busy period speed | **94 Mbps download, 18 Mbps upload**, 7pm–11pm. Speed tier 100/20 Mbps. | |

## 2 About the service

### What's included

- Internet on the Opticomm 100/20 Mbps speed tier
- Unlimited data in Australia
- A static IPv4 address if you want one, for $10 a month
- Support from our Ipswich team, Monday to Friday
- No other service needs to be bundled

### Where it's available

At premises connected to the Opticomm fibre network, usually in newer estates and buildings. We check your address before you order.

### What you need

A compatible router: use your own, or buy one from us at the price we quote. If Opticomm installs equipment, someone 18 or over must be on site, with the property owner's permission where needed.

### Before you switch

Tell us about any phone line, fax, EFTPOS terminal or alarm on your current service, so we can plan the move with you. Your old provider's contract and exit charges are separate.

### Who provides the network

The fibre network is operated by Opticomm. We connect your service to it through our wholesale network partner. A&S Total Comms is your provider and is responsible for your service, billing and support.

## 3 Connection, faults and support

### Getting connected

Once Opticomm accepts your order we confirm your connection date. If a technician is needed, Opticomm books an appointment with you. Billing starts on the day your service is connected.

### Reporting a fault

Call or email us, Monday to Friday, 8am–5pm AEST. We test your service and, if the fault is in the Opticomm network, raise it with Opticomm and keep you updated until it is fixed.

### Support level

This plan has Opticomm's standard fault restoration, with no enhanced restoration commitment.

## 4 Speed

100/20 Mbps is the speed tier: the plan's maximum speed, available outside the busy period. From 7pm to 11pm, customers typically receive **94 Mbps download and 18 Mbps upload**, measured across the network that carries your service. For what affects speed, see this plan's **Key Facts Sheet** and the industry's Broadband Education Package at commsalliance.com.au/BEP.

## 5 Other charges that may apply

| Charge | Amount |
|---|---|
| **Opticomm new development or connection charge**<br>Only if Opticomm charges for a first connection: $300 for business premises, $550 for an apartment. | **From $300** |
| **Call-out where no fault is found**<br>If the fault is in your own equipment: $55, or $148.50 an hour (2-hour minimum) if a technician visits. | **From $55** |
| **Missed appointment or extra work at your premises**<br>Passed on at Opticomm's cost. | **At cost** |
| **Equipment and on-site work**<br>Optional. Only if you ask us to supply a router or to install, configure or cable your site. | **As quoted** |

## 6 Your agreement, bills and payments

**Bills and payment**
Monthly in advance, by email; the first bill includes a part-month charge from your connection date. Pay by bank transfer, credit card or debit card by the due date. No payment method has a fee or surcharge. Data is unlimited, so there are no usage charges; call or email us for account details.

**After your minimum term**
Your plan continues month to month at the same price. You can cancel at any time without an early termination charge.

**Changes we make**
If we change your plan, price or terms in a way that is detrimental to you, we give you at least 30 days' notice, and you can cancel without an early termination charge.

**Changing plans or moving**
Talk to us first. Changing to another plan with us is not cancelling. We check a new address before you move; the network there may limit the plans available.

**Cancelling**
Cancel at any time by phone or email, with no notice period; we disconnect on the date you choose. Charges already billed for the current month aren't refunded. Within the minimum term the $110 charge applies. Your Australian Consumer Law rights are not affected.

## 7 Important things to know

**Power failures and Triple Zero**
The service won't work in a power failure. Phone services that run over it, including calls to 000, will also stop. Keep a charged mobile handy.

**Medical and security alarms**
Before ordering, ask your alarm provider if your alarm works on the Opticomm network and what alternatives exist.

**Fair use and your information**
Unlimited data is for your business's own use under our Fair Use Policy at aandstc.com.au/legal-documents. We may suspend the service for misuse, or for unpaid bills after notice. Our privacy policy is at aandstc.com.au/privacy.

## 8 Help, complaints and the Ombudsman

**Contact us**
07 3173 1445
accounts@aandstc.com.au
Monday to Friday, 8am–5pm AEST

**Complaints**
Contact us first and tell us the outcome you want. Our process is at aandstc.com.au/complaints.

**Telecommunications Industry Ombudsman**
Free and independent, if we haven't resolved it: 1800 062 058, tio.com.au.

Interpreter: TIS National 131 450. National Relay Service: accesshub.gov.au/about-the-nrs. Trouble paying? Contact us early; see our financial hardship policy at aandstc.com.au/hardship.