GigaComm Fibre to the Premises (FTTP)

Service Description	GigaComm's FTTP is a high-speed, residential internet service delivered to your premises, offered across a range of downstream speeds between 100Mbps and 2Gbps.
Minimum term	1 Month, 12 Months or 24 Months

Setup Charges (once-off, included in first monthly bill)	Contract Term	Setup Charge (including GST)
	1 Month	$125
	12 Months	Nil
	24 Months	Nil

Service Charges	Plan Name	Speed Tier (down/up)	Minimum Monthly Charge (including GST)	Total Minimum Cost (including GST)		
				First Month (includes once-off setup charges)	12 Months	24 Months
	FTTP 100	100/25 Mbps	$65	$190	$780	$1,560
	FTTP 100 Upload+	100/50 Mbps	$75	$200	$900	$1,800
	FTTP 200	200/50 Mbps	$79	$204	$948	$1,896
	FTTP 200 Upload+	200/100 Mbps	$99	$224	$1,188	$2,376
	FTTP Gigabit	1000/50 Mbps	$99	$224	$1,188	$2,376
	FTTP Gigabit Upload+	1000/100 Mbps	$119	$244	$1,428	$2,856
	FTTP 2Gigabit	2000/200 Mbps	$199	$324	$2,388	$4,776

What is included?	Features of this service include: • Unlimited data usage (please refer to our "Acceptable and Fair Use Policy") • Australian-based support team
Early Termination Charges	If you cancel your service, you must provide 30 days' notice. If you cancel your service within the contract period, you will be charged an Early Termination Charge (ETC) equal to the sum of the remaining months of your contract. This is capped at $250.
Incorrect Call-Out Fees	Our technical staff will work with you to resolve issues you have with the GigaComm network. If you report a fault and GigaComm is required to send a technician to your premises to investigate and, acting reasonably, GigaComm determines that the fault is not in our network, then you will be charged an Incorrect Call-Out Fee of $75/hour (minimum 2 hours).
Equipment Charges	GigaComm offers a high-grade Gigabit-capable router, suitable for plans up to and including FTTP Gigabit Upload+, for purchase at $119 (incl. GST). Alternatively, you are welcome to use your own router. Please note that routers supplied by other internet service providers may have settings that are not compatible with GigaComm's network. If you choose to use your own router, GigaComm is limited in its ability to provide technical support and you may be at increased risk of Incorrect Call Out charges.
Consumer Resources	The Australian Telecommunications Industry body, Communications Alliance, publishes an education package as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions. https://commsalliance.com.au/BEP

Information about this Service

Where is it available?
Our Residential Internet is only available where GigaComm FTTP services have been installed and are connected. Your address must be qualified before formal acceptance and commencement of service delivery.

What do I need to access the service?
GigaComm will provide a Network Termination Unit (NTU) with a single, customer-facing 10GBase-T Ethernet port with your internet service. In addition, you will need a Gigabit-capable router with Wi-Fi. Note that for FTTP 2Gigabit plans, a multi-Gigabit capable router is required to receive the full service experience.

Internet Speeds
Residential internet speeds achieved over our network are best-efforts and are not guaranteed. Actual speeds you will receive may vary due to several factors, such as limitations on your hardware or software, internet traffic and the source, or type of content being downloaded or uploaded.

Fair Use Policy
GigaComm wants all of its customers to have a great experience using its products, but one user's experience can be impacted by the use and behaviour of others. To maximise the available benefit to all users, GigaComm has established a set of rules and potential actions if those rules are breached in its Fair Use Policy. We encourage GigaComm's customers to read the Fair Use Policy, available here:

https://www.gigacomm.net.au/hubfs/GigaComm%20Website/PDF%20Fact%20Sheets/GigaComm-Acceptable-Fair-Use-Policy-21102020.pdf

Qualifications
Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "Acceptable and Fair Use Policy" available on our website.

Information about Pricing

Monthly Charges
Refer to the above table.

Optional add-ons
You may choose to add the following add-ons to your service:

Add-on	Monthly Charge (incl. GST)
Static Public IP address (IPv4)	$7.50 per month

Excess Usage
GigaComm's FTTP service is an unlimited internet service – there are no time restrictions and no excess usage charges. Our "Acceptable and Fair Usage Policy" applies.

Billing Information

Billing Charges
Bills are sent each month to your registered email address, free of charge.

Billing Date
Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

First Bill Charges
Your first monthly invoice shows transactions for the following:

- Installation. The installation fee, and any payments you made to us prior to installation.
- Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.
- Next period fees. The monthly fee for the next billing period.

Payments
Payment must be made by direct debit.

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

GigaComm Customer Contacts

New Sales Details
Contact our sales team on info@gigacomm.net.au

Support Details
Contact our support team on support@gigacomm.net.au

Billing Details
Contact our billing team on billing@gigacom.net.au

Customer Complaints and TIO Information
For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.
You can contact GigaComm's complaint resolution team at complaints@gigacomm.net.au

If we can't resolve 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