

GigaComm Fibre and Fixed Wireless (FFW) Plans

Service Description	GigaComm's FFW Plan is delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises. It includes houses, terraces, semi-detached, and town homes and does not include apartments.			
Minimum term	1 Month, 12 Months or 24 Months			
Install Fee (once off)	Contract Term	FFW 300 Plan Install Fee (incl. GST)	FFW 600 Plan Install Fee (incl. GST)	FFW Gigabit Plan Install Fee (incl. GST)
	1 Month	\$1500	\$1500	\$1299
	12 Months	\$999	\$999	\$799
	24 Months	\$0	\$0	\$0
Equipment fees	To enjoy the full benefits of our Fibre and Fixed Wireless Service, we recommend purchasing our high-grade Gigabit capable router from us for \$125 (incl. GST). Alternatively, you are welcome to use your own router. Routers supplied by other internet service providers may have settings that mean it is not compatible with our network. Please note that if you choose to use your own equipment, we do not provide technical support.			
Minimum Monthly Charge	Plan Name	Speed Tier (down/up)	Minimum Monthly Charge (incl. GST)	Total Minimum Cost (incl. GST)
	FFW 300	300/50 Mbps	\$119	1 Month – \$1619 12 Months - \$2427 24 Months – \$2856
	FFW 300 Upload+	300/100 Mbps	\$139	1 Month – \$1639 12 Months - \$2667 24 Months – \$3336
	FFW 600	600/50 Mbps	\$169	1 Month – \$1669 12 Months - \$3027 24 Months – \$4056
	FFW 600 Upload+	600/100 Mbps	\$189	1 Month – \$1689 12 Months - \$3267 24 Months – \$4536
	FFW Gigabit	1000/50 Mbps	\$199	1 Month – \$1498 12 Months - \$3187 24 Months – \$4776
	FFW Gigabit Upload+	1000/100 Mbps	\$219	1 Month – \$1518 12 Months - \$3427 24 Months – \$5256
What is included?	Features of this service include: <ul style="list-style-type: none"> 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. If you joined GigaComm on a 24-month contract, or a free installation offer and cancel outside the GigaComm Guarantee period you will also be charged an installation fee of \$1500.			
Termination Equipment Charges	If you cancel your service, GigaComm has the right to reclaim equipment used in the installation and ongoing maintenance of the service. If equipment is reclaimed this will typically be within 3 months of the service termination. This includes but is not limited to antennas, mounts, cabling, and modems.			

Information about this service

Where is it available?

Our Residential Internet is only available where GigaComm 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 NTU with 1 customer facing 10/100/1000 100BASE-T ethernet port with your internet service together with a Gigabit capable router with Wi-Fi.

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.

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.

Excess Usage GigaComm's FFW 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

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.

Other Information

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-

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