

## GigaComm nbn™ Interim Broadband Solution

**Service Description** GigaComm’s interim nbn™ broadband service uses NBNCο infrastructure (e.g., fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver access to the internet to your premises.

<b>Minimum term</b>	1 Month				
<b>Setup Fee (once off) (charge excl. GST)</b>	\$0				
<b>Minimum Monthly Charge (Inc. GST)</b>	<b>Plan Name</b>	<b>nbn™ Speed Tier (down/up)</b>	<b>Typical Evening Speeds</b>	<b>Minimum Monthly Charge</b>	<b>Total Minimum Cost (1 Month)</b>
	GigaComm Interim NBN 100	100/20 Mbps	94.4 Mbps	\$69.00	\$69
<b>What is included?</b>	<b>Features of this service include:</b> <ul style="list-style-type: none"> <li>Unlimited download/upload for all plans</li> <li>Australian based email and phone support</li> </ul>				

### Information about this service

#### Where is it available?

This service is only available in select locations.

#### This is an interim Service

This service is being delivered by GigaComm as a temporary service until your primary service is being arranged.

- This service is offered for up-to 12 weeks (Typically 6-weeks)
- In the case where your installation is an exception exceeds 12 weeks our team will contact you with details on your case if continuation of the service is provided
- GigaComm will disconnect this service when the agreed primary service is connected

#### What do I need to access the service?

Where applicable, NBNCο will need to install equipment on the outside and inside (near a power point) of your premises.

You will also need a nbn™ compatible Quality of Service (QOS) enabled router. This can be obtained from GigaComm at an additional cost.

HFC/FTTC and FTTP customers will need a nbn™ network connection device that will be provided free of charge by NBNCο.

#### Important Note for FTTC, FTTB and FTTN customers:

- Following connecting to the nbn™, all existing services over this copper phone line will cease to operate. This means that you need to transfer to an IP phone service, or you will lose your current landline phone connection.
- You may find that one or more of existing phone sockets within your premises are disabled after connecting to the NBN.
- We strongly recommend taking our 4G backup service as a safety net for businesses during changeover to the NBN.

#### 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 your breach our [“fair use”](#) policy available on our website.

Battery backup is not included. Therefore, where there is a power outage, your data and linked voice services will be temporarily unavailable.

Central splitter for FTTB and FTTN in standard installations is not included.

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or ‘UNI’ on the nbn™ Network Termination Unit. The cabling that is required in your premises beyond the Network Boundary Point and the provision of a suitable 240V AC power outlet is your cost and responsibility,

Once you take up a service on the nbn™ you cannot move back to services on the existing copper network.

## Information about Pricing

### Monthly Charges

Refer to above table.

### Excess Usage

GigaComm's nbn Interim Broadband Internet is an unlimited internet service – there are no time restrictions and no excess usage charges. Our Fair Usage policy applies.

### Equipment Fees

You may use your own router, or we can provide you an NBN-ready router. Our routers with built in 4G backup capability cost \$250 (excl. GST) plus postage and handling. Postage and handling costs are \$25 and includes pre-configuration of your router.

### Service Installation

Standard installations for an existing NBN connection point are completed without charge to you.

Non-standard, additional or subsequent installations may incur additional fees. NBNCo will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your first GigaComm bill.

If you are in a new constructed building and not already connected to the nbn, NBNCo may charge you a once-off New Development charge of \$300 (incl. GST).

### Other costs

If you bundle your broadband service with a phone service, your monthly costs may be different.

## 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

### GigaComm Customer Contacts

#### New Sales Details

Contact our sales team on [info@gigacomm.net.au](mailto:info@gigacomm.net.au)

#### Support Details

Contact our support team on [support@gigacomm.net.au](mailto:support@gigacomm.net.au)

#### Billing Details

Contact our billing team on [billing@gigacom.net.au](mailto:billing@gigacom.net.au)

### Customer Complaints and TIO information

#### [Complaint Policy](#)

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](mailto: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](http://www.tio.com.au/about-us/contact-us)