

## Residential Internet

<b>Residential Internet</b>			
<b>Service Description</b>	GigaComm's Gigabit Residential Internet service is delivered over our independent next generation network to deliver gigabit speed internet access to your premises.		
<b>Minimum term</b>	1 Month or 24 Months		
<b>Install Fee (once off charge incl. GST) inclusive of Gigabit ready router</b>	<b>Contract Term</b>	<b>Setup Fee</b>	
	1 Month	\$250	
	24 Months	Nil	
<b>Equipment fees</b>	As part of signing up to our residential internet service, we provide you with a high grade Gigabit capable router.		
<b>Minimum Monthly Charge (inc. GST)</b>	<b>Speed Tier</b>	<b>Minimum Monthly Charge</b>	<b>Total Minimum Cost</b>
	Home 100 – 100/100Mbps	\$89	1 Month - \$339 24 Months - \$2136
	Home 200 – 200/100Mbps	\$149	1 Month - \$399 24 Months - \$3576
	Home Gigabit - 1000/100Mbps	\$199	1 Month - \$449 24 Months - \$4776
<b>What is included?</b>	Features of this service include: <ul style="list-style-type: none"> <li>• Unlimited data usage</li> <li>• Australian based email and phone support</li> </ul>		
<b>Early Termination Charges</b>	If you cancel your service within the contract period, you must provide 30 days' notice and you will be charged an Early Termination Charge (ETC) equal to sum of the remaining months of your contract and is capped at \$250.		

### Information about this service

#### Where is it available?

Our Residential Internet is only available at GigaComm on-net buildings and service areas. Your address must be pre-qualified before a formal quotation can be provided.

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

GigaComm will provide a NTU with 1 customer facing 10/100/1000 1000BASE-T ethernet port with your internet service together with a Gigabit capable router with WiFi.

#### Ethernet Speeds

Residential internet speeds achieved over our network are best efforts and are not guaranteed. Actual speeds you will receive may vary due to a number of 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 "fair use" policy available on our website.

### Information about Pricing

#### Monthly Charges

Refer to the above table.

#### Excess Usage

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

### Billing Information

#### Billing Charges

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

#### Billing Date

Your bill is generated on the 25<sup>th</sup> of each month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges.

## First Bill Charges

Your first bill will include:

- Charges for part of the month from when your service was activated to the end of that billing cycle;
- The minimum monthly Charge in advance for the next billing cycle; and
- Any additional charges for non-recurring items used during that 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 [accounts@gigacomm.net.au](mailto:accounts@gigacomm.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](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)