Residential Internet

Service Description	GigaComm's Residential Internet service is delivered over our independent next generation network to deliver up to Gigabit speed internet access to your premises.
Minimum term	1 Month or 24 Months

Install Fee (once off)	Contract Term	Install Fee (incl. GST)
	1 Month	$125
	24 Months	Nil

Equipment fees	To enjoy the full benefits of our Residential Internet Service, you will need to purchase our high-grade Gigabit capable router from us for $125 (incl. GST). Alternatively, you are welcome to use your own router, provided it was purchased from a retailer. 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)
	Home 200	200/50 Mbps	$79	1 Month – $329 24 Months – $1896
	Home 200 Upload+	200/100 Mbps	$99	1 Month – $349 24 Months – $2376
	Home 400	400/50 Mbps	$149	1 Month – $399 24 Months – $3576
	Home 400 Upload+	400/100 Mbps	$169	1 Month – $419 24 Months – $4056
	Home Gigabit	1000/50 Mbps	$169	1 Month – $419 24 Months – $4056
	Home Gigabit Upload+	1000/100 Mbps	$189	1 Month - $439 24 Months – $4,536

What is included?	Features of this service include: ● Unlimited data usage ● Australian based email and phone support
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 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 serviceable areas. 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 1000BASE-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 "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

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

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