

Critical Information Summary

NBN & OptiComm



Information about the Service

nbn and OptiComm services are offered via Fibre, Fixed Wireless and FTTN technologies.

Requirements and Availability

Available to customers in nbn and OptiComm areas that Activ8me can service. 12/1Mbps speed is not available in all areas.

Minimum Term

nbn and OptiComm are available on a 0 & 12 month contract term.

Equipment Requirements

You will require nbn or OptiComm equipment to access this service. If you live in a new housing estate or apartment complex, an equipment installation fee will be charged by nbn and OptiComm.

Inclusions and Exclusions

You can bring your own nbn and OptiComm ready router or purchase one from Activ8me. Activ8me supplied wireless routers are entitled to full technical support and a 12 month equipment warranty. A \$15 delivery charge applies to equipment delivery.

Activ8me Acceptable Use Policy

The acceptable use policy sets out the rules and guidelines relating to the use of your internet plan. The Activ8me acceptable use policy is available on our website www.activ8me.net.au.

Information about Pricing

Connection Fees

0 Month Term	12 Month Term
\$99	\$49.95

Internet Data Plan Pricing

The maximum monthly plan charges for Activ8me broadband plans are outlined below. The prices below are based on 12/1Mbps speed. The addition of a speed pack will change the Maximum Cost per Month and the Total Min Cost.

Plan	Max Cost per month	Total Min Cost (No Contract Term)	Total Min Cost (12 Month Contract)	Included Data & Price per GB Data
50GB	\$39.95	\$138.95	\$529.35	50GB (\$0.79)
250GB	\$49.95	\$148.95	\$649.35	250GB (\$0.19)
500GB	\$54.95	\$153.95	\$709.35	500GB (\$0.10)
Unlimited	\$59.95	\$158.95	\$769.35	Unlimited

Speed Pack Pricing

Up to 12/1 Mbps	SONIC up to 25/5 Mbps	SUPERSONIC up to 50/20 Mbps	HYPERSONIC up to 100/40 Mbps
INCLUDED FREE	Extra \$10 per month	Extra \$20 per month	Extra \$30 per month

12/1Mbps speeds not available in all areas. 25/5 minimum speed is some areas. Speed upgrade of \$10 per month applies.

Speeds

Speeds listed are potential network maximum speeds. Actual speeds to individual premises may still vary. Speeds can be affected by the volume of traffic on the general Internet, the quality of copper phone line (FTTN), the number of users online at your house, your equipment, software, and the source of your download.

Early Termination Charge

0 Month Term	12 Month Term
\$0	\$250

Other Information

Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at www.activ8me.net.au. Usage information can take up to 24 hours to update.

Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256kbps/256kbps for the remainder of your billing month.

Internet usage must be for residential use only and may not be used for commercial purposes. Internet usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document.

Installation

Installation is completed by nbn and OptiComm technicians. Standard installation of your nbn equipment is included at no cost. OptiComm charge for equipment and installation. Additional charges will apply if your installation is non-standard. If you are not the owner of the property where the service is to be installed, you must obtain the owner's consent to the installation of the service, including where the equipment is installed in your home.

Customer Service

Sales	Technical Support
Call 13 22 88 sales@activ8.net.au	Call 1300 760 219 support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au. A complaint can be lodged via **Phone: 1300 760 219, Email: complaints@activ8.net.au, Fax: 03 9456 9753 or Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.**

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.