

Critical Information Summary Opticomm Fibre



Information about the Service

Activ8me OptiComm Fibre is the next generation broadband technology delivered via fibre optic cables.

Requirements and Availability

Available to customers in OptiComm fibre broadband service areas only.

Minimum Term

This service is offered on a 0 month contract term.

Equipment Requirements

You will require OptiComm equipment to access this service. The OptiComm equipment must be installed by a qualified OptiComm technician. OptiComm may charge you to install fibre equipment at your premise. For OptiComm VDSL service areas, Activ8me recommend purchasing a pre-configured modem from Activ8me to ensure it complies with OptiComm standards.

Inclusions and Exclusion

Activ8me do not include a modem/router with our services. You may bring your own fibre-ready router or purchase an OptiComm-ready wireless router from Activ8me. For VDSL services, Activ8me recommend purchasing a pre-configured modem from Activ8me to ensure it complies with OptiComm standards. Activ8me supplied wireless routers are entitled to full technical support and a 12-month equipment warranty. A \$15 delivery charge applies to equipment delivery.

Information about Pricing

Connection Fees

0 Month Term

\$99.00

Internet Data Plan Pricing

The maximum monthly plan charges for Activ8me Opticomm Fibre Broadband plans are outlined below. The Prices below are based on Standard tier. The addition of a tier pack will change the Maximum Cost per Month and the Total Min Cost.

Plan	Max Cost per month	Total Min Cost (0 Month Contract)	Included Data & Price per GB Data
UNLIMITED	\$59.95	\$158.95	Unlimited, \$0.00 per GB

Tier Pack Pricing

Standard

Included

This tier is General browsing

Tiers

Tiers listed are OptiComm potential network maximum tiers. Activ8me dimensions its network so that there is sufficient capacity to support the quoted tiers. However, actual tiers to individual premises may still vary. Tiers can be affected by the volume of traffic on the general Internet, the number of users online at your house, your equipment, software, and the source of your download.

Early Termination Charge

0 Month Term

\$0.00

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

Installation

Installation is completed by OptiComm technician. OptiComm may charge you an installation fee to install equipment at your premise. 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 13 22 88 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.