

12/1 Mbps Unlimited Fibre

CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **12/1 Mbps Unlimited Fibre** plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum contract term is **6 months**.

What's Included and Excluded?

Your Unlimited Internet service includes:

- **1 x Dynamic IP Address**
- **Unlimited data allowance**
- **Up to 12/1 Mbps service speed**

You may optionally purchase a Static IP Address for \$10 per month.

Limitations

This plan is only available to residents located at 111 Quay Street, Brisbane QLD who are connected to MyOwn Tel's fibre access network.

Actual speeds may be less due to network contention, and the transmission protocol which uses a portion of the access bandwidth of the Fibre connection to manage the transmission of data (IP overheads).

INFORMATION ABOUT PRICING

The minimum monthly charge is \$69.

The total minimum amount that you'll pay over the period of your agreement is **\$414 + \$99 Setup Fee**.

You may move to a plan with a higher speed no more than once per calendar month. Changes to plans with a lower speed are not permitted during the minimum contract term.

Speed changes attract a charge of \$59 per change request.

All prices include GST.

Early Termination

If you cancel your service or it is disconnected within the minimum term, you will be charged an Early Termination Fee (ETF). This will be calculated as your monthly access fee

multiplied by the months remaining in your contract term and any hardware subsidy amounts received.

OTHER INFORMATION

Connection Charges

The basic setup fee for this service is \$99.

Connection Timeframes

Once we've accepted your application, we'll try to connect your fibre Internet service on the date you ask for, however, this might not always be possible.

Due to the complex nature of this service, we will aim to connect your fibre Internet service within five to fifteen working days.

Connection Devices

You need a router to access MyOwn Tel Fibre Internet, which we include at no extra cost to you.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We're here to help

If you have any questions, just call us on 1300 859 152 so we can serve you better or you can visit us at www.myowntel.net.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.