

# Emerald 250/25

## CRITICAL INFORMATION SUMMARY

For OptiComm & ACG Services



myowntel.net.au

1300 859 152

### INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Emerald 250/25** plan. It covers things like the length of your contract and how much you need to pay each month.

#### Minimum Term

There is either a **1, 12 or 24 month** minimum contract term.

#### What's Included and Excluded?

Your Internet service includes:

- **1 x Dynamic IP Address (Static for Sanctuary Cove)**
- **Configured on Speed Tier 250/25**
- **Unlimited monthly data allowance**

#### Plan Limitations

This plan is limited to customers whose premises are connectable to an approved network, as listed on our website.

### INFORMATION ABOUT PRICING

**The minimum monthly charge is \$129.**

The total minimum amount that you'll pay over the period of your agreement is **\$228 (1 month), \$1,597 (12 months) or \$3,096 (24 months)**. All prices include GST and do not factor any promotional discounts.

#### Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be the minimum monthly charge, multiplied by the months remaining in your contract.

### OTHER INFORMATION

#### Connection, Relocation & Withdrawal Charges

Where the Network Terminating Unit (NTU) at your home is connected to the Fibre network and is cabled through to ports throughout your home, the following setup fee will apply:

- **1 month terms: \$99 Setup Fee**
- **12 month term: \$49 Setup Fee**
- **24 month term: \$0 Setup Fee**
- **Relocations: \$99 Fee & recontract of your existing term**
- **Pre-Delivery Withdrawal Fee: \$150**

Note: this applies in the event an order is withdrawn after the order is submitted but not yet activated on the NTU, regardless of contract term.

For houses where the Fibre is connected from the street to the NTU, but needs to be patched through to a router/switch in the home, a technician will need to attend. You can hire a third-party licenced technician, or we can do the Professional Install

for **\$299 plus setup fee (metro only)**. This includes travel and one hour of labour, and does not include cabling for the home network itself. Labour after the initial hour is \$165/hour, billed in 15 minute increments.

In the case of OptiComm services, OptiComm may charge a fee for deploying network infrastructure to new premises or dwellings, which is determined on a case-by-case basis. This fee may be applied to each new premises requiring an OptiComm connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. This charge will be payable directly to OptiComm before you commence signup with us. A charge of \$300 may also be payable to OptiComm by you if your property is classed as OptiComm Class 5. We will inform you upon signup if this fee may apply.

#### Fibre Internet Speeds

Speed Tier configuration changes attract a charge of \$0 and may be requested once per month if moving to a higher speed if in contract. Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times. Information regarding typical evening speeds per network provider can be found on our website.

#### Connection Timeframes

Once we've accepted your application, we'll try to connect your 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 service within two to five working days.

#### 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, call us on 1300 859 152 so we can serve you better or visit us at [www.myowntel.net.au](http://www.myowntel.net.au) for additional information, including access to 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](http://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](http://www.tio.com.au).