

## Critical Information Summary: Residential DSL Unlimited Plan

### Information about the Service

<b>Service Description</b>	The service is a broadband Internet service and provides access to the Internet and related services, such as VoIP.		
<b>Minimum term(s)</b>	24 months	12 months	No Contract
<b>Offer Includes</b>	<ul style="list-style-type: none"> <li>1 IPV4 IP Address</li> <li>Naked ADSL2+ (no PSTN line service)</li> <li>Unlimited Download/Upload Quota</li> </ul>		
<b>Offer Excludes</b>	No OCCOM email address provided with this service		
<b>Offer Conditions</b>	<ul style="list-style-type: none"> <li>Your account must remain in credit at all times to use this service. If your account balance falls below \$0.00, your access to the Internet will be restricted. If your service has been restricted, you can make a top-up payment.</li> <li>To use the service you will need a suitable modem/router. These may be purchased from OCCOM.</li> </ul>		
<b>Service Availability</b>	<ul style="list-style-type: none"> <li>ADSL2+ is not available in all areas.</li> </ul>		
<b>ADSL2+ Speeds</b>	ADSL2+ speeds will vary depending on: <ul style="list-style-type: none"> <li>the distance from the local exchange,</li> <li>the quality of the copper cable infrastructure in your area,</li> <li>Internet traffic, and your hardware and software.</li> </ul> ADSL2+ download speeds can be anything from 1500Kbps to 24000Kbps. ADSL2+ upload speeds will range from 256 to 812Kbps. OCCOM cannot guarantee any specific speeds.		

### Information about Pricing (All prices include GST)

<b>Setup Fees (Churn)</b>	<b>\$0</b> (24 months)	<b>\$29</b> (12 months)	<b>\$59</b> (No Contract)
<b>Setup Fees (New Setup)</b>	<b>\$0</b> (24 months)	<b>\$99</b> (12 months)	<b>\$199</b> (No Contract)

Minimum Charge				Total Minimum Price		
	Type	Monthly Charge	Data Quota	24 months term	12 months term	No Contract
	Churn	\$59.99	Unlimited	\$1,439.76	\$748.88	\$118.99
	New Setup	\$59.99	Unlimited	\$1,439.76	\$818.88	\$258.99

**Termination Charge** If you cancel this service within the minimum term or change your plan to one with a lesser monthly charge, you must pay an early termination charge (ETC) of **\$199**.

**Relocation Charge** **\$99.00**

Read our [Standard Terms and Conditions](#) for more information

## Billing Information

<b>Billing Date</b>	Your bill is charged on the same date each month and is the service Activation Date (for example 11th May, 11th June, 11th July etc...).
<b>Service Activation Date</b>	The service Activation Date is the date that your service is activated by network carriers.
<b>First Bill</b>	Your first bill will include:
<b>Charges</b>	<ol style="list-style-type: none"> <li>1. Full monthly charge from when the service was activated until the next Billing Date</li> <li>2. Setup fee and modem fee (if applicable)</li> <li>3. Any other additional charges for non-recurrent items used during that billing period</li> </ol>
<b>Payment</b>	<ol style="list-style-type: none"> <li>1. Accepted credit cards: Visa and Mastercard. Accounts paid with an credit card will incur a surcharge of 3% (incl. GST) of the debited amount when we debit the card.</li> <li>2. \$1 surcharge per transaction for Direct Debit</li> </ol>

## Other Information

<b>Installation</b>	<p>The activation time of a single service is 8-20 business days (excludes Sat, Sun and public holidays) from the time of a qualified order.</p> <p>Activation times can be impacted by:</p> <ul style="list-style-type: none"> <li>• Natural disasters or extreme weather conditions that cause mass outages</li> <li>• Incomplete, incorrect, or invalid address and payment details</li> </ul>
<b>Future Infrastructure Upgrades</b>	<p>OCCOM commit to you that if the NBN becomes available in your area, and you would like to migrate over to using our NBN services, we will help you do this with no contract break fees.</p> <p>In some cases you may be able to use the modem/router hardware that you have in place now. If not, a suitable modem/router can be sourced from OCCOM.</p>
<b>Customer Service Contact Details</b>	<p>Our Customer Service staff can be contacted by:</p> <p>Email – <a href="mailto:support@occom.com.au">support@occom.com.au</a>  Phone – 02 8005 3925 (9am and 5pm AEST Monday to Friday)  Fax - 02 9012 0328  Mail – Unit 103, 54 Alexander Street, Crows Nest, NSW 2065</p> <p>You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:</p> <p>Email – <a href="mailto:Escalation@occom.com.au">Escalation@occom.com.au</a>  Fax - 02 9012 0328</p> <p><a href="http://occom.com.au/en/about/">http://occom.com.au/en/about/</a></p>
<b>How to access our dispute resolution process</b>	<p>Either use the Residential Customer Service Contact Details above or submit your concerns via <a href="http://occom.com.au/en/about/customerfeedback">http://occom.com.au/en/about/customerfeedback</a></p>
<b>TIO contact details</b>	<p>At OCCOM, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within OCCOM and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on <b>1800 062 058</b>.</p> <p>For full contact details, visit: <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a></p>

The above information is based on the standard service offering and is only a summary. On occasion, OCCOM may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.