

Critical Information Summary

Residential DSL Plan

Information about the Service

What is the service?

The service is a standalone residential broadband Internet service which utilises copper wire telephone infrastructure to provide access to the Internet and related services, such as VoIP.

Where is it available?

This service is not available in all areas or to all premises – for availability please contact our Customer Support team.

Plan(s) of the service

ADSL 200G
ADSL Unlimited

Contract term(s) of the service

24 months | 12 months | No Contract

What's included?

Plan	Monthly Data Allowance
ADSL 200G	200GB
ADSL Unlimited	Unlimited

What's NOT included?

- OCCOM email address
- Telephone/Landline/VoIP service
- Priority assistance
- Central splitter

Offer Conditions

- You must be the owner of the property (or have the owner's consent) before service is installed
- 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 may be restricted
- To use the service, you require a compatible modem
- User of service must be in compliance with our Fair Use Policy

Internet Speed

The actual speed you can achieve could vary due to a number of factors including but not limited to the distance from the local exchange, the quality of the copper cable infrastructure in your area, Internet traffic, and your hardware and software. Therefore, OCCOM can NOT guarantee any specific speeds.

Data Allowance

There are no excess usage charges – instead, traffic beyond the data allowance will be slowed (shaped) to 256/256kbps Speed. Both your downloads and uploads count towards your data allowance.

Relocating Your Service

You can relocate service to new address by paying a relocation charge. If you decide not to relocate, standard termination terms and charges will apply.

Cancelling Your Service

You can cancel your OCCOM ADSL service at anytime by giving OCCOM 30 days notice. If you are within a contract, standard early termination fee will apply.

Transition to nbn™

OCCOM commit to you that if the nbn™ becomes available in your area, and you would like to transit over to using our nbn™ services, we will help you do this with early termination fee waived when renewing a 12-month contract. In some cases you may be able to use the modem that you have in place now. If not, a suitable modem/router can be sourced from OCCOM.

Information about Pricing All prices are inclusive of GST

Setup Fee Subject to Contract Terms

\$0 (24 months) | **\$79** (12 months) | **\$99** (No Contract)

Minimum Charge

		Total Minimum Charges		
Monthly Charge	Plan	24 months term	12 months term	No Contract
\$49.99	200G	\$1,199.76	\$678.88	\$148.99
\$59.99	Unlimited	\$1,439.76	\$798.88	\$158.99

Charges quoted above are for standalone ADSL services. Additional fees may apply when bundling with a voice service.

Early Termination Charge

\$199.00

Relocation Charge

\$99.00

Static IPv4 Address Charge

\$10 per Month

Hardware Charge

You don't have to purchase a modem from OCCOM, but we can provide a compatible modem if you do not have one. Modem cost varies based on your selection of model. Postage costs are \$15 for Fastway Courier and \$18 for Australia Post Standard Mail.

Information about Billing



First Payment

You will be charged for a full monthly charge upon service's registration, however billing cycle will not start until your service is activated and billing date is set.

Service Activation Date

Service Activation Date is the date that your service is activated by OCCOM.

Billing Date

Your bill is charged on the same date each month (unless it falls into a public holiday and will be processed on the following business day). For example if your service is activated on 03/10, billing date will be 3rd of each month.

One-off Applicable Charges & Other Charges

One-off charges such as Setup Fee, New Development Charge, Modem Charge, Postage and any other additional charges for non-recurrent items will be debited from your authorised direct debit account when it occurs. For other charges, please refer to: <https://occom.com.au/additional-charge/>

Payment Surcharges

1. Card Transaction – 1.21% for Visa and Mastercard, 3.52% for Amex and Diner, \$0.44 minimum
2. Bank Account - \$0.44 per transaction

* If you would like to avoid payment surcharges/not using direct debit, please contact our support team for discussion

Other Information

Customer Service Contact Details

Our Customer Service staff can be contacted by:

Email – support@occom.com.au

Phone – 1300 299 999 (9am to 7pm AEST Monday - Friday, 9am to 5pm AEST Weekends & Public Holidays)

Fax - 02 9012 0328

Mail – Suite 3 Level 10 / 1 Chandos Street, St Leonards NSW 2065

Complaints

You may make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – Escalation@occom.com.au

Fax - 02 9012 0328

TIO Contact Details

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 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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.