

Critical Information Summary: REDTRAIN Fiber Unlimited Plan

Information about the Service

Service Description	The service is a broadband Internet service which uses the REDTRAIN network and provides access to the Internet and related services, such as VoIP.		
Minimum term(s)	24 months	12 months	No Contract
Offer Includes	12/1 Speed Basic(Up to 12Mbps download speed and up to 1 Mbps upload speed). Upgradeable to Boost (Up to 25/5 Mbps), Boost Plus (Up to 50/20 Mbps) or Super Fast (Up to 100/40 Mbps) 1 IPV4 IP Address - Unlimited Download / Upload Quota		
Offer Excludes	- Email address - Battery backup. This means your voice and data services will be temporarily unavailable for the duration of the power outage - Central splitter for FTTB/N in standard installations		
Offer Conditions	- You must be the owner of the property (or have the owner's consent) before the Fiber 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 router		
Service Availability	OCCOM's Fiber services are subject to availability and coverage.		
Fiber Speeds	Denoted as maximum port speed, the actual speed you can achieve could vary due to a number of factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the Internet. Therefore, OCCOM can NOT guarantee you will get the maximum port speed.		

Information about Pricing (All prices include GST)

Setup Fees	\$0 (24 months)	\$49 (12 months)	\$89 (No Contract)		
New Developments Charge	If you're in a new development and not already connected to REDTRAIN, REDTRAIN may charge up to \$699 to connect your premises to the Fiber services. If applicable, the charge will be passed to you through OCCOM.				
Minimum Charge	Monthly Charge	Speed Boost	24 months term	12 months term	No Contract
	\$ 66.88	Basic (Up to 12/1 Mbps)	\$ 1,605.12	\$ 851.56	\$ 155.88
	\$ 79.88	Boost (Up to 25/5 Mbps)	\$ 1,917.12	\$ 1,007.56	\$ 168.88
	\$ 99.88	Boost Plus (Up to 50/20 Mbps)	\$2,397.12	\$1,247.56	\$188.88
	\$ 119.88	Super Fast (Up to 100/40 Mbps)	\$ 2,877.12	\$ 1,487.56	\$ 208.88

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

Termination Charge	\$199.00
Relocation Charge	\$99.00 If there is no OCCOM Fiber coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.
Additional Charges	Additional/other charges may apply.

Billing Information

Billing Date	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...).
Service Activation Date	The service Activation Date is the date that your service is activated by network carriers.
First Bill Charges	Your first bill will include: 1. Full monthly charge from when the service was activated until the next Billing Date 2. Setup fee and modem fee (if applicable) 3. Any other additional charges for non-recurrent items used during that billing period
Payments	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. 2. \$1 surcharge per transaction for Direct Debit

Other Information

Installation	Standard Fiber installations are completed without charge to you. A Standard Installation includes on-site installation by REDTRAIN. It does not include any cabling that doesn't directly relate to the installation of the Fiber equipment; A General Power outlet (GPO) is NOT included. You must make your property (both inside and outside) available to the contractor for the works they are required to perform. Upon completion of the works you will be asked to sign acknowledging acceptance of the installation. If your installation is non-standard, REDTRAIN will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your OCCOM bill.
Customer Service contact details	Our Customer Service staff can be contacted by: Email – support@occom.com.au Phone – 02 8005 3937 (9am and 5pm AEST Monday to Friday) Fax - 02 9012 0328 Mail – 505/15 Orion Road, Lane Cove West NSW 2066 You may also make a complaint directly to Customer Relations, a specialist complaint resolutions team, by: Email – Escalation@occom.com.au Fax - 02 9012 0328
How to access our dispute resolution process	Either use the Residential Customer Service Contact Details above or submit your concerns via http://occom.com.au/en/about/customerfeedback
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. For full contact details, visit: http://www.tio.com.au/about-us/contact-us

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.