

Critical Information Summary: Telstra Velocity* Fibre with Phone Line Rental

Information about the Service

Service Description	OCCOM's Velocity* Fibre with Phone Line Rental delivers high-speed broadband internet over the Telstra Wholesale Fibre Optic Infrastructure to the Network Boundary Point at your premises.		
Minimum term(s)	24 months	12 months	No Contract
Offer Includes	<ul style="list-style-type: none"> 8Mbps Speed Basic Plan (Up to 8Mbps download speed and up to 384Kbps upload speed). Upgradeable to Boost (Up to 30/1 Mbps), or Superfast (Up to 100/5 Mbps) 		
Offer Excludes	<ul style="list-style-type: none"> Email address Battery backup. This means your voice and data services will be temporarily unavailable for the duration of the power outage 		
Offer Conditions	<ul style="list-style-type: none"> You must be the owner of the property (or have the owner's consent) before the 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 may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please contact OCCOM team to check your service availability. Customer Service Guarantee does not apply to this Home Phone service.		
Fibre 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. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower.		

Information about Pricing (All prices include GST)

Setup Fees	\$0 (24 months)		\$49 (12 months)		\$89 (No Contract)	
Minimum Charge			Total Minimum Price			
	Monthly Charge	Speed & Data Allowance	24 months term	12 months term	No Contract	
	\$ 79.88	Basic 100GB Data (Up to 8Mbps/384 Kbps)	\$ 1,917.12	\$ 1,007.56	\$ 168.88	
	\$ 99.88	Basic Unlimited Data (Up to 8Mbps/384 Kbps)	\$ 2,397.12	\$ 1,247.56	\$ 188.88	
	\$ 109.88	Boost Unlimited Data (Up to 30/1 Mbps)	\$2,637.12	\$1,367.56	\$ 198.88	
\$ 159.88	Superfast Unlimited Data (Up to 100/5 Mbps)	\$ 3,837.12	\$ 1,967.56	\$ 248.88		

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

Early Termination Charge	An Early Termination Charge (ETC) for 12-month and 24-month contract is payable if you wish to cancel your Fibre Broadband service within the minimum contract term. The ETC will be calculated by the number of months remaining in the minimum contract term period at \$25 per month. You may cancel your service at any time by giving OCCOM thirty (30) days' notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement). Example: If you cancel a 12-month contract with 4 months remaining after the notice period end, the ETC would be calculated as \$25.00 * 4 months. This would amount to an ETC of \$100.00 including GST.
Relocation Charge	\$99.00 If there is no OCCOM VDSL/Fiber coverage at your new address, we will offer to provide you with an ADSL or mobile broadband service. If you accept our ADSL or mobile broadband offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.
Free Setup/Activation	Where advertised as free, the broadband plan setup/activation fee only is free. Depending on the service ordered, there may be additional up-front charges which are not free and will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fee or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.
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: <ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Accepted credit cards: Visa and Mastercard. Accounts paid with a 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	<p>Standard Fiber installations are completed without charge to you.</p> <p>A Standard Installation includes on-site installation by Telstra. 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.</p> <p>You must make your property (both inside and outside) available to the contractor for the works they are required to perform.</p> <p>Upon completion of the works you will be asked to sign acknowledging acceptance of the installation.</p> <p>If your installation is non-standard, Telstra will discuss and obtain your agreement to any additional charges before starting the work and these charges will appear on your OCCOM bill.</p>
Customer Service contact details	<p>Our Customer Service staff can be contacted by:</p> <p>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</p> <p>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</p>
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>

*Velocity is trademark of Telstra Corporation.

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.