Critical Information Summary
OPENetworks 250/25 Rocket Plan

Information about the Service

What is the service?

The service is a standalone residential broadband Internet service which utilises the OPENetworks fibre network infrastructure to provide access to the Internet and related services, such as VoIP.

Where is it available?

This service is only available in selected areas where OPENetworks fibre has been rolled out in NSW, VIC, ACT and QLD - for availability please contact our Customer Support team.

Contract term(s) of the service

24 months | 12 months | 6 months | No Contract

What's included?

Plan	Monthly Data Allowance
250/25 Rocket 2TB	2TB

What's NOT included?

- Email service
- Telephone/Landline/VoIP service
- 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 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/router with gigabyte uplink port
- User of service must be in compliance with our Fair Use Policy

Internet Speed

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. It is not possible for us to determine precisely the speed that you will be able to achieve until your service is connected. If you are not achieving satisfactory speeds or you cannot achieve the typical speeds shown for your plan after connecting to a higher speed tier, please contact us as soon as possible and we will provide some troubleshooting tips that may improve things.

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.

Upgrading/Downgrading Your Plan

You can upgrade or downgrade your plan at any time regardless of contract, plan change charge may apply.

Relocating Your Service

You can relocate service to new address by paying a relocation charge. If there is no serviceable fibre coverage, we will offer to provide you with an ADSL/Mobile Broadband service. If you decide not to relocate, standard termination terms and charges will apply.

Cancelling Your Service

If you need to cancel your OPENetworks fibre service, you will be required to give us 30 days' notice. If you are within a contract, standard early termination fee will apply. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Information about Pricing All prices are inclusive of GST

Setup Fee Subject to Contract Terms

$0 (24 months) | **$49** (12 months) | **$69** (6 months) | **$89** (No Contract)

Minimum Charge

Monthly Charge	Plan	Total Minimum Charges			
		24 months term	**12 months term**	**6 months term**	**No Contract**
$129.88	250/25 2TB	$3,117.12	$1,607.56	$848.28	$218.88

Charges quoted above are for OPENetworks Fiber services. Additional fees may apply when bundling with a voice service. The Rocket plan is available in selected areas only.

New Developments Charge / Subsequent Installation ChargeΔ

If you're in a new development and not already activated with OPENetworks, or if you require subsequent installation, OPENetworks may charge up to **$300** to connect your premises to the services. If applicable, the charge will be passed to you through OCCOM.

Early Termination Charge

$199.00

Relocation Charge

$99.00

Plan Change Charge

$50.00

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 and pre-configured modem if you do not have one to ensure a premium Internet performance. 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

When signing up, your first monthly fee will be charged in advance. This upfront payment will be applied to your first monthly bill. 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 OPENetworks.

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.