

Critical Information Summary

Unlimited Residential Plan

INFORMATION ABOUT THE SERVICE

True Fibre's Unlimited Residential Plan delivers high-speed broadband and is a symmetrical fibre-optical connection via fibre to the Premises (FTTP) and includes unlimited data at speeds of 50Mbps up to 1000Mbps (1 Gbps). The network is built and managed by one of several private operators.

INCLUDED FEATURES

There are a range of value-added features included with the Unlimited Residential Plan:

- Unlimited Data
- Symmetrical Bandwidth
- Dedicated Business Support
- Enhanced 99.95% Service Level Agreement
- Static IP Address

MINIMUM TERM

Unlimited Residential Plans are available on a month to month contract, 12, 24 or 36 month contracts.

CANCELLING YOUR SERVICE

If you need to cancel your broadband service you will be required to give us 30 days notice.

EARLY CANCELLATION FEES

If you cancel your Unlimited Residential Plan service before the end of your contract period, you will be charged 85% of the monthly charges for the

balance of the contract period (85% x [monthly charge x remaining months]).

Cancelling your Unlimited Residential Plan service will also cancel any other True Fibre products you've purchased that are only available when bundled with the Unlimited Residential Plan. Should those products have their own contract, you are liable for their associated break fees.

SERVICE SUSPENSION AND CANCELLATION FOR NON-PAYMENT

If you have an outstanding invoice that is overdue by more than 30 calendar days, True Fibre reserves the right to suspend your broadband fibre service. If an outstanding invoice remains overdue for more than 60 calendar days, your service will be cancelled.

EXCESS USAGE

There are no excess usage charges.

CONNECTION FEE

There is no connection fee.

EQUIPMENT FEES

There is no modem fee.

ONE-MONTH RISK FREE TRIAL

You will need to return the supplied modem in good working order and in its original packaging to True Fibre at your own cost within 14 days of cancelling your broadband fibre service.

PLANS

12 Month Residential Plan

Plan Name	Speed	Data	Monthly Charge	Connection Fee	Modem Fee	Min. First Months Invoice	Total Min. Charge
Starter	50/50 Mbps	Unlimited	\$119	\$0	\$0	\$119	\$1428
Deluxe	100/100 Mbps	Unlimited	\$129	\$0	\$0	\$129	\$1548
Pro	250/250 Mbps	Unlimited	\$159	\$0	\$0	\$159	\$1908
Ultimate	500/500 Mbps	Unlimited	\$189	\$0	\$0	\$189	\$2268

FAIR USE POLICY

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

EQUIPMENT

To ensure the optimum performance of, and levels of support for your service, True Fibre strongly recommends the use of a True Fibre supplied and approved modem. If you use equipment in conjunction with your service that True Fibre has not supplied to you or approved, then True Fibre may assist you with that equipment, but True Fibre cannot be responsible for the operation of that equipment.

A Dual band router is included with all plans under 100/100Mbps and for speeds above 100/100 Mbps a Gigabit router is included.

PAYMENT AND BILLING

True Fibre provides invoices monthly via email which are accessible anytime via your customer portal. You must pay the invoice for your service by the due date stated on the invoice. If you use Direct Debit or Credit Card as a method of payment, and if your account has insufficient funds available, then your bank may charge a fee on that failed transaction, and if your bank charges that fee to True Fibre, then True Fibre may pass that fee on to you.

SERVICEABLE LOCATIONS

True Fibre's Broadband Internet services are not available in all locations. True Fibre will conduct service qualification checks before starting the application for your services.

SERVICE INSTALLATION AND RESTRICTIONS

Our broadband fibre service to you is subject to a Site Survey and True Fibre provides no guarantee that the broadband fibre service will

be provided within any specified timeframe. Standard processing timeframes for the broadband fibre service provisioning are 5-15 business days, however in some cases this can take longer.

CAT 6 handoff to the premises is included, you will also require a network router which True Fibre will provide. Connection will be provided to the CAT 6 handoff NTU at the customer premises. Customers may have to organise additional data cabling from the NTU to its desired network router location, or True Fibre can organise this at additional costs. Actual download and upload speeds achievable with broadband fibre services will be guaranteed to the CAT 6 handoff NTU.

TRUE FIBRE CUSTOMER SUPPORT

If you are experiencing a problem with your service, please contact us on 1300 850 356 or email us at support@truefibre.com.au

COMPLAINTS HANDLING

If you are not satisfied with the outcome of your request for support and you wish to lodge a complaint, please contact us on 1300 850 356 or email us at support@truefibre.com.au.

If you are not satisfied with the outcome of your complaint and wish to escalate the matter further, please email complaints@truefibre.com.au.

OMBUDSMAN

If you wish to make a complaint, please contact True Fibre using details published on our website. We take complaints very seriously and assure you that any matter you raise will be carefully investigated. However, if you have exhausted all venues for resolving your complaint within True Fibre and are still not satisfied with the outcome, you may seek further assistance from Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058.

TRUE FIBRE CONTACT DETAILS

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E info@truefibre.com.au

W www.truefibre.com.au

Support

E support@truefibre.com.au

Accounts

E accounts@truefibre.com.au