

CRITICAL INFORMATION SUMMARY

Opticomm broadband

PLAN PRICING

This summary may not reflect any or all discounts or promotions which may apply from time to time.

Plan	Max Speed (Mbps)	Typical Evening Speed	Minimum Term	Minimum Cost
Opti Consumer 25/10	25/10	24.7/9.5 Mbps	1 Month	\$ 53.90
Opti Consumer 50/20	50/20	48.4/19 Mbps	1 Month	\$ 73.90
Opti Consumer 100/20	100/20	96.9/19 Mbps	1 Month	\$ 83.90
Opti Consumer 500/50	500/50	475/47.5 Mbps	1 Month	\$ 86.90
Opti Consumer 750/50	750/50	712.5/47.5 Mbps	1 Month	\$ 102.90
Opti Consumer 1000/100	1000/100	919/95 Mbps	1 Month	\$ 108.90
Opti Business 500/200	500/200	475/190 Mbps	1 Month	\$ 147.90
Opti Business 1000/400	1000/400	919/380 Mbps	1 Month	\$ 173.90

All plans include unlimited monthly data.

Service description

Our Opticomm™ broadband internet service uses Opticomm infrastructure to deliver broadband to the boundary point of your premises.

Availability

These services are available at selected coverage areas and are subject to infrastructure availability at each customer premises. To check service availability, please contact us on (03) 5292 3655.

Speeds

An Opticomm service can never go faster than the maximum line speed available at the premises, so we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Ongoing throughput speeds may be slower than the maximum speed of your plan and could vary due to many factors including:

- The type of Opticomm technology available at your premises.
- Your hardware and software configuration.
- The source and type of content downloaded/uploaded.
- The number of users and performance of interconnecting infrastructure not operated by IT'S FUBAR Technology Services.
- Whether your device is connected by Wi-Fi or Powerline Adaptor rather than direct ethernet cable.

Qualifications

Our Acceptable Use Policy exists to ensure all our customers can access our services, and do not use them in a manner we consider unreasonable or unacceptable. The policy sets customer responsibilities for the use of our services and outlines the steps we may take to monitor your compliance with this policy. The policy can be viewed on our website at www.itsfubar.com.au/legal/aup.

By completing a sign up with us you agree your service may be restricted or terminated if:

- You fail to pay your bill.
- You are abusive to our staff.
- You breach the terms of our Acceptable Use Policy.

Installation

You may elect to self-install the service at no cost. Installation fees may apply if you request a technician installation.

IT'S FUBAR Technology Services reserves the right to charge for non-standard installations. You may need two technicians (one from IT'S FUBAR, and one from Opticomm) to install the service.

We are required by law to confirm your Opticomm service is working. You need to inform us via (03) 5292

3655 of any issues you have with your Opticomm service before we can rectify them. Billing will commence once we confirm your service is operational.

Equipment

You will require a Opticomm ready modem/router. If you do not have one, you may contact us, and we will supply one at your cost.

If you do not already have the required Opticomm equipment installed at your premises, an authorized person over 18 must be at the premises on the day of installation for a technician to complete any required installation works. You must obtain permission from the owner of the property, if that's not you, to have Opticomm Broadband installed prior to signing up with us.

By completing a sign up with us you are giving your consent for Opticomm to access your premises and install any equipment required to connect you to the network. Opticomm retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by Opticomm as necessary.

Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain.

Our Opticomm service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the Opticomm and are not tested by us or supported on Opticomm. You should contact your device supplier to find out if your device will work before connecting to the Opticomm through us.

ADDITIONAL INFORMATION ABOUT PRICING

How are payments made?

You will need to set up automatic payments (i.e., direct debits) from a credit, debit, or charge card to purchase this service.

When are payments made?

You will be automatically charged via your selected credit, debit, or charge card at the start of each billing cycle for recurring charges.

Cancellation

There are no exit fees for this service. You may advise us at any stage that you wish to cancel your service, and this will be processed at the end of the current billing cycle. You are required to pay the full amount for the

Other charges

Any additional fees incurred from Opticomm relating to the service we supply at your premises will be passed through to you at standard rates per the latest Opticomm Wholesale Broadband Agreement.

current month of service, subject to your consumer law rights.

Plan changes

You can change your plan to any of our Opticomm plans (if available at your premises) at any time without incurring any plan change fees. Other fees may apply.

Relocation fees

Relocation fees may be enforced by Opticomm depending on circumstances, e.g., technician appointments. Our team will do their best to advise you of these in advance, and any fees will be passed through to you.

OTHER INFORMATION

Customer service

We have team who can help you with any support, accounts, or sales related questions. You may contact us via phone on (03) 5292 3655 or via email at support@itsfubar.com.au.

Complaints

If you are not happy with your service, a complaint can be raised with us via (03) 5292 3655 during or by emailing our team at support@itsfubar.com.au. If you are still not happy with the outcome of your complaint after contacting us, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or by visiting the Telecommunications Industry Ombudsman website at www.tio.com.au/making-a-complaint.

Usage information

You may find your previous usage information displayed in your online customer portal at accessible at <https://my.itsfubar.com.au>.