

Critical Information Summary – Fibreworks Internet

Information about the Service

Product Overview

Our Fibreworks Internet plans can deliver super fast broadband with maximum speeds up to 100Mbps depending on the site. You can also add a phone plan to this service for the additional per month cost. You can even port your current phone number to Fibreworks to save any troubles of getting a new phone number.

Requirements & Availability

You are responsible for arranging a connection to your house by contacting your local network provider. Connection costs may apply. Once a suitable connection is installed Fibreworks can supply Internet and Voice services.

Depending on your site location and the access technology employed you may also require a modem to obtain a service from Fibreworks. Fibreworks can supply you with this equipment should you need it. If you already have a modem then you can use that however please note the Fibreworks customer service will only service modems supplied by Fibreworks. Each router is chargeable for \$99 with an additional shipping fee of \$19.95 (if required).

Availability of Fibreworks service varies by site. The best way to determine what service is available at your location is to complete our Service Qualification available on www.fibreworks.com.au or call 1300 565 615. If Fibreworks is not currently available at your site, you may still be able to connect if your home is located within a Fibre or HFC Fibreworks network area; under these circumstances a connection fee (New Development Charge) of \$300 would apply. For more information, email us at sales@fibreworks.com.au or call 1300 565 615.

Contact Term and Termination Fees

Should you cancel your service during the Minimum Period/Contract term you will be charged a termination fee. The termination fee is calculated by multiplying the remaining months of your Minimum Period/Contract term by the monthly service fee. Additionally you may be charged for any hardware that has been provided to you and not returned to Fibreworks; for instance, an unreturned ONU could incur a fee of up to \$300.

Information about Pricing

Monthly Charges:

Data	Cost per month	Maximum download/upload speed	Minimum cost for 24 months	Cost per GB
30GB	\$29	12/1Mbps	\$696	\$0.96
100GB	\$44	12/1Mbps	\$1,056	\$0.44
Unlimited	\$54	12/1Mbps	\$1,296	UNLIMITED
200GB	\$49	100/40Mbps	\$1,176	\$0.24
500GB	\$59	100/40Mbps	\$1,416	\$0.12
Unlimited	\$69	100/40Mbps	\$1,656	UNLIMITED

All prices include GST. Download/Upload speeds are **up to** 12/1 Mbps and 100/40 Mbps depending on the selected Internet plan. Fair use policy applies.

Excess Usage

Both uploads and downloads count towards your monthly included data. There are no excess usage charges with Fibreworks Internet. If you go over your monthly data allowance your service will be slowed to 256K/256K for the period in which the monthly usage quota has been exceeded.

Extra data packs can be purchased throughout a given month, the cost of which will be added to your invoice. The following rates are currently available: 20GB – \$5, 50GB – \$10, 100GB – \$15, 200GB – \$25, 500GB – \$35, 1000GB – \$50

Setup Fees

The setup fee will depend on whether you sign up for a contract and the service you can have at your location. An additional connection fee (New Development charge - \$300) may be charged by your network provider if your site has yet to be connected to the network.

Contract Term	24 month contract	NO Contract
Set Up Fee	\$0	\$99

Hardware Fees

Each router is chargeable for \$99 with an additional shipping fee of \$19.95 (if required).

Other Information

Usage Information

Customers can obtain information on their Broadband usage via our Customer portal

<http://portal.fibreworks.com.au/signin>

Customer Service Contact Details

Our Customer Service representatives can be contacted for any questions you may have. Call 1300 565 615, Monday to Friday, 9am - 5pm AEST. You can also contact us via email at support@fibreworks.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service/support request and wish to take the matter further, please request that the customer service representative escalate your issue to their Team leader. If you are still dissatisfied please request to have your issue escalated to the Customer Service Manager and then the General Manager. Alternatively you can email complaints@fibreworks.com.au or phone 1300 881 917 and speak to our Customer Service Manager.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for the independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website www.tio.com.au/making-a-complaint.

W: www.fibreworks.com.au

T: 1300 565 615 **E:** support@fibreworks.com.au