

## Critical Information Summary - Internet Services

### 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 and the technology employed. For untimed or unlimited local and national calls, you can 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 and 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 Huawei HG659 router is chargeable for \$99 with an additional shipping fee of \$19.95 (if required).

Availability of Fibreworks services 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](http://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 network area; under these circumstances a connection fee (New Development Charge) of \$300 would apply. For more information, email our connections team at [support@fibreworks.com.au](mailto:support@fibreworks.com.au) or call 1300 565 615.

#### Contract Terms 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. For example, the maximum charge payable for early termination would be: \$69 x 18 months = \$1242

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

**ALL Fibreworks plans now come with Unlimited Data!**

	Cost per month	Minimum cost for 18 months	Maximum download/upload speed	Average download speed at peak times
<b>12/1Mbps</b>	\$54	\$972	12/1 Mbps	10.3 Mbps
	Cost per month	Minimum cost for 18 months	Maximum download/upload speed	Average download speed at peak times
<b>100/40Mbps</b>	\$69	\$1,242	100/40 Mbps	82.7 Mbps

## Set Up Fees

The set up fee will depend on whether you sign up for a contract. 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.

**18 Months**

\$0

**12 Months**

\$49

**No Contract**

\$99

## Other Information

### Manage Your Account

Customers can manage their account 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 us on 1300 132 358; 8am - 8pm AEST on weekdays, 10AM - 6PM AEST on weekends. You can also email us at [service@fibreworks.com.au](mailto:service@fibreworks.com.au)

### Dispute Resolution Process (full Complaints Handling Policy at [fibreworks.com.au/complaints](http://fibreworks.com.au/complaints))

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](mailto:complaints@fibreworks.com.au) or phone 1300 565 615 and speak to our Customer Service Manager.

### Telecommunications Industry Ombudsman (TIO)

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](http://www.tio.com.au/making-a-complaint).)

### Service Billing

Fibreworks issues accounts monthly in electronic form and bills you in advance. Your billing date is determined by the service activation date, however you will receive an Account around the same time each month. The due date is clearly printed in the top right hand corner of your invoice and falls between 14-30 days after account issue. If payment is late, a \$5 late fee will apply.

If there are insufficient funds in your nominated account, a dishonour fee will apply; cheques incur a charge of \$16.50, Direct Debit rejections incur a \$10 charge (both incl. GST).

If you believe there is a discrepancy with any part of your bill, please provide written notice of this before the due date. We will then investigate; your service will not be disconnected while the bill is in dispute or for 60 days after issue, whichever is shorter. Until your concern is resolved, you may need to pay an amount based on prior usage. If our investigation concludes the unpaid amount was correctly billed, payment will fall due immediately. If you dispute this outcome, your State Ombudsman may be of assistance.