

## Opticomm Residential information

The below provides the relevant and quick information about Opticomm Residential FTTP. Axecom's via delivers high-speed asymmetrical Internet via the OptiComm network. Asymmetrical speeds this means that your upload and download speeds will be different. You can upgrade or down grade speeds for a fee.

OptiComm bandwidth speeds are denoted as the maximum port speed, the actual speed you will achieve could be different due to a number of factors including but not limited to, the type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Axecom. Please note devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Axecom does not guarantee you will get the maximum port speed.

Internet services provided by Axecom via Opticoms network include unlimited data usage however, a fair use policy applies that is designed to protect the integrity of the carrier network. Examples of a fair usage breach would include but not limited to, re-selling without written consent of Axecom, promote or threaten violence towards anyone, create a risk to the health or safety of any person, using your service in a way that interferes with or poses a risk to our network or other customer's services.

Please note that any speeds of 100 or above require FTTP (Fibre to the Premise).

## Charges and Billing

Pro-rata billing applies on the initial connection date to the end of the calendar month.

The maximum monthly plan charge associated with an OptiComm connection will depend on the service plan you are subscribed too. Please note a once off Set Up fee of \$99.95 inc.GST applies in the total minimum cost. The maximum plan charges are as follows:

Opticomm Plan	Typical Evening Speed Mbps	Total Minimum cost inc.GST
OptiComm 50/20	48/17	\$79.90
OptiComm 500/50	475/42	\$109.95
OptiComm 750/50.	700/42	\$129.95
OptiComm 1000/100	750/42	\$149.95
First Month - Connection Fee	\$99.95	
(once off included in total minimum cos charge)		

## Data Allowance

Axecom - Opticomm plans comes with Unlimited data

## Contract Length & Early Termination

All of our Opticomm Residential plans have a minimum contract term of 1 months. 30 days notice must be given if cancelling outside the contract terms.

Should you choose to cancel your service within the billing period, no refund or credits will be applied, after the billing period falls due. Billing is based on our typical calendar month.

## Hardware

All routers purchased either independently or Axecom's standard gigabit router are at the client cost.

Any cabling that is required in your premises beyond the network boundary point is the client responsibility and will not be covered by Axecom.

## Additional charges

The table below outlines any additional charges that may be applicable with the installation and support of Axecom Residential

Our service provisioning team will confirm in writing prior to installation or onsite support the additional charges required, should they be applicable to your Opticomm service, before proceeding.

Additional charge description	Price inc.GST
New Development connection fee	\$330.00
Axecom Router	\$149.95
Internet Wifi Mesh	\$149.95
Late cancellation or missed on-site appt	\$90.00
Incorrect callout or no fault found	\$POA

## Key Details

- Direct Debit is compulsory for all Axecom Products
- This offer is only available to approved customers
- Services are provided under our Standard Form of Agreement as per terms - see our website [www.axecom.com.au/support](http://www.axecom.com.au/support)
- Early termination fees apply (see above)
- A one-time setup fee off \$99.95 inc.GST applies
- To qualify for this plan you must show proof of address
- If you wish to add a Voice plan to your Service then additional Phone Plan fees per month will apply.
- Any increase or decrease in your Plan Speed may incur fees.

## Payment methods

Payment by Direct Debit from a bank account is free of surcharges. Charges apply for other payment methods. For details see our website <http://axecom.com.au/support>

To set up direct debit please call one of our friendly staff on 1300 81 67 67

## Service suspension & non-payment

The table below outlines the fees associated with overdue invoices or non-payment of service. Should an invoice be overdue after the due date by 7 calendar days you will be charged an overdue invoice fee, and if your account is overdue by 30 calendar days your service could incur disruption and a fee for non-payment will be charged.

If you are experiencing financial difficulty and are unable to pay your bill on the due date please call our staff on 1300 81 67 67 to discuss your payment options.

Description	Price inc.GST
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- Non-direct debit fee: \$4.95
- Bounced payment fee: \$5.95
- Paper bill fee: \$4.95 (upon request)
- Late payment fee: \$16.95
- Surcharges for card payments: 1% for VISA/Mastercard, 2% for American Express, and 1%

## Fair Use Policy

You can monitor your internet usage by logging into your Account online at: <https://www.axecom.com.au>

Service must be used in line with our Fair Use Policy, and may be subject to suspension or cancellation if used in an unreasonable or fraudulent manner.

## Customer Service details



You can contact us  
Monday-Friday 8am-6pm AEST on  
1300 81 67 67



Support request can also be emailed to:  
[customercare@axecom.com.au](mailto:customercare@axecom.com.au)

## Complaint resolution

If you wish to make a complaint please contact us using the details published on our website [www.axecom.com.au/support](http://www.axecom.com.au/support) and clicking on the Complaints Process link. We take complaints very seriously and assure you that any matter you raise will be fully and carefully investigated. However, if you have exhausted all venues for resolving your complaint and are still not satisfied with the outcome you may seek further assistance from the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058

## Additional Information

Information and pricing is correct at the time of publishing and may change. All pricing is inc.GST

The OptiComm Residential Fibre Critical Information Summary only outlines the critical information for the services and should be read in conjunction with our Standard Form or Agreement.. A complete set of terms and conditions can be found at [www.axecom.com.au/support](http://www.axecom.com.au/support)