

ABN 78 116 498 803
 1300 587 623 | www.activeutilities.com.au
 3 Bristol Street
 ESSENDON FIELDS VIC 3041

Critical Information Summary

PRIVATE NETWORK DATA

The Service:

We can deliver our service over the available deployed Private infrastructure means. Services that contain a monthly usage allowance will have the following speed restrictions applied for the remainder of the period when the allocated monthly data allowance is reached - 1024Kbps downstream and 512Kbps upstream. No additional charges are applicable to exceeding your monthly data allowance.

To assist you in managing your usage you can monitor your allowance via our customer portal. Notifications are sent to your selected e-mail address once you have consumed 50%, 85% and 100% of your allocated allowance.

All services are bound by our fair use policy (<https://aufresh.activeutilities.com.au/en/support/solutions/articles/43000498556-voice-data-fair-use-policy>)

Bundling:

You do not require a telephone line for your Internet service to work.

Mandatory Components:

In order to receive a Data service your premises needs to be registered as an active dwelling on the OPENetworks Network or LBNC0. We will confirm this for you during the sign-up phase.

You will be provided with a preconfigured MikroTik hAP ac lite TC wireless router with your service. All service and performance metrics are based on use of this device.

Any BYO device must be an approved device for the Technology used to connect your premises and you hold responsibility to ensure it is operating effectively for the service we provide to you.

Minimum Terms:

0 month contract term, 12 Month Contract Term or 24 Month Contract Term.

Important Conditions:

Our service is provided to you with one (1) Static IP address that is retained on record against your service for 2 years. We may share this information with authorised Australian law authorities if requested without your permission.

Speeds:

Actual speeds may vary due to many factors including type/source of content being downloaded, hardware, software configuration and the number of wireless devices simultaneously connected to your service.

Information About Pricing

All listed pricing is inclusive of GST unless otherwise stated.

Connection/Service Change Fees:

Service	No lock-in contract	12-month contract	24-month contract
Connection (All service types)**	\$145.00	\$90.00	\$40.00
Plan upgrade / Downgrade*	Free	Free	Free
Moving House	\$40.00	\$40.00	\$40.00

*You can change your plan free once every 3 months. Additional changes charged at \$20 per request. **Additional once off \$330 Inc GST New development charge applies if identified by the network provider as being within the site boundary of a new development, this is a direct pass through charge from the network provider.

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Disconnection/Early Termination Fees:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 20	21 – 24
No Contract	\$80.00				
12 Month	\$240.00	\$90.00			
24 Month	\$471.00	\$320.00	\$160.00	\$90.00	

Plan Fees:

Allowance	Speed Tier	Mth Charge	Min Charge (0 Mth)	Min Charge (12 Mth)	Min Charge (24 Mth)
300GB	25/5	\$49.00	\$194.00	\$678.00	\$1,216.00
Unlimited		\$69.00	\$214.00	\$918.00	\$1,696.00
Unlimited	50/20	\$79.00	\$224.00	\$1,038.00	\$1,936.00
Unlimited	100/40	\$99.00	\$244.00	\$1,278.00	\$2,416.00
Unlimited	200/100*	\$139.00	\$284.00	\$1,758.00	\$3,376.00

*Available at selected sites only

Maximum monthly charge:

Maximum monthly charge is the cost of the selected plan monthly value plus the quoted Connection Fee. All services are billed one month in advance. There is a \$15 late payment fee that may be applied to your account if you do not pay your invoice by the listed due date. It is free to receive your invoices via e-mail and portal. If paper bill is selected, you will incur a \$3.00 'save the planet' fee for each invoice we issue.

Unit Pricing Information:

Unit pricing is to provide you with a per GB cost,

Included Allowance	300 GB	Unlimited
25/5 Mbps – Cost per 1GB	\$0.16	N/A
50/20 Mbps – Cost per 1GB	N/A	N/A
100/40 Mbps – Cost per 1GB	N/A	N/A

Battery Backup and Power Outages:

Your Service does not come standard with battery backup. This means during a power outage you will not be able to use your internet. If this service is used for VoIP (Voice) calls this will include calls to

000. Please ensure you have an alternate means of communication e.g. mobile

Enquires, feedback and complaints:

We are available to listen to your feedback and available to answer your questions. If you have any enquires or feedback you can send an e-mail to info@Activeutilities.com.au and one of our friendly staff will get back to you within 2 business days.

From time to time you may have a complaint that needs our attention. It is important to contact us in the first instance to allow us to address your concerns. To raise a complaint, you can contact our office on 1300 228 638 or via e-mail at complaints@Activeutilities.com.au.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or you are generally unhappy with your service. We will do our best to solve your problem during our first contact. Alternatively, you can always contact the TIO as follows; Phone: 1800 062 058
 Online: <http://www.tio.com.au/making-a-complaint>

This document does not include discounts or promotions which may apply from time to time.