

Opticomm LIFT BROADBAND

Critical Information Summary



Your **Opticomm LIFT Broadband** service is supplied using the Opticomm network and delivered through our upstream wholesale carrier. LIFT Broadband is responsible for your retail service, billing, customer support, and complaint handling.

Hardware Requirements

You will require a compatible 'Broadband Router' or 'Internet Gateway' to access the service.

Optional Router

We sell and support suitable devices from our approved hardware list. We cannot guarantee that equipment or hardware will be available at the time of order. If equipment or hardware is not available at the time of delivery, we will notify you and provide alternative options.

Customer Supplied Router

If you supply your own router, we are not responsible or necessarily able to assist with non-standard configurations that may result in connectivity issues.

BILLING INFORMATION

Correspondence related to your account will be directed to your chosen email address.

Billing Cycle

Invoices for your service are issued on the 1st of each month, with a due date on the 10th. The first invoice may be higher to accommodate the inclusion of a prorated plan fee for the period from activation to the first billing date, billed in arrears, along with the plan fee for the subsequent month, billed in advance.

Service Activation

Opticomm New Development Charge of \$330.00 (if applicable) and **Standard Activation Fee** of \$120.00 will be invoiced upon acceptance of your order. Invoiced charges must be paid before LIFT Broadband activates your new broadband service.

Payment

We accept payments via BPAY, Direct Debit, and Credit Card. Please note that merchant fees associated with these payment methods will be passed on to the customer.

For more information about fees, refer to our **Billing Policy** and **Direct Debit Agreement** which can be found on our website.

Service Term

Broadband services are provided on a monthly subscription basis.

Service Cancellation and Charges

Customer-initiated service cancellations require thirty (30) days' written notice. You must send an email to our Accounts and Billing team.

We will confirm and acknowledge receipt of your cancellation. A final invoice will be issued for any outstanding charges, including charges payable during the thirty (30) day notice period. Payment will be required by the due date shown on the final invoice.

No early termination fee applies. However, you remain responsible for charges payable during the thirty (30) day notice period and any other outstanding charges.

Other Fees and Charges

In accordance with our **Terms and Conditions**, Other Charges may apply for services such as:

- Plan Downgrades
- Handling Fees
- Printed Invoices
- Incorrect Call-Out Fee
- Service Reconnection Fee
- Payment Declined Fee
- Hardware Replacement Fee.

For more information about Other Fees and Charges, refer to our **Customer Terms** which can be found on our website.

INFORMATION ABOUT PRICING

Service Plan - Monthly Service Fee

LIFT Broadband plans have a monthly service fee. Speed tiers are shown as maximum access line speeds in Mbps, expressed as download/upload.

Opticomm LIFT Broadband Plans			
Service Plan	Speed Tier	Avg. Down Evening Speeds ¹	Monthly Service Fee
A50-20	50/20	40 Mbps	\$88.88
A100-20	100/20	80 Mbps	\$109.88
A100-40	100/40	80 Mbps	\$114.88
A250-25	250/25	200 Mbps	\$132.88
A250-100	250/100	200 Mbps	\$148.88
A500-50	500/50	400 Mbps	\$138.88
A500-200	500/200	400 Mbps	\$198.88
A750-50	750/50	600 Mbps	\$144.88
A1G-50	1000/50	800 Mbps	\$154.88
A1G-100	1000/100	800 Mbps	\$168.88
A1G-400	1000/400	800 Mbps	\$248.88
A2G-100	2000/100	1600 Mbps	\$258.88
A4G-100	4000/100	3200 Mbps	\$348.88

Carrier Network and Upstream Service

Actual speeds are not guaranteed and may vary depending on network conditions, customer equipment, service location, and other factors.

Line Speeds

Actual speeds may be slower than the nominal access line speed and can vary due to a range of factors such as the source and type of content downloaded by the end-user, backhaul networks and your hardware and software configuration.

Customer Devices and Wi-Fi

Devices connected by Wi-Fi within the Wireless LAN (WLAN) may experience slower speeds than those connected by ethernet cable.

¹ Service is subject to speed fluctuations during peak periods where network utilisation is higher than normal. Peak service time is between 10am and 2am. Off-peak service time is between 2am and 10am.

New Development Fee

An **Opticomm New Development Charge of \$330.00**, if applicable, and a **Standard Activation Fee of \$120.00** will be invoiced upon acceptance of your order.

Data Allowance

LIFT Broadband plans come with unlimited data. No excess data usage charges apply.

Fair Use Policy

All services are governed by our Acceptable Use Policy.

Usage Reporting

We do not offer usage information or alerts, but you can request this from our Service Assurance team.

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Minimum Monthly Service Fee

Your minimum monthly charge is the **Monthly Service Fee** for your selected plan. Your first invoice includes the **Standard Activation Fee** plus one month of service, excluding any applicable **Opticomm New Development Charge**. Prorated charges or credits may apply if your service starts part-way through a billing cycle.

Minimum First Invoice Charge Standard Activation + One Month Service Fee			
Service Plan	Standard Activation Fee	Monthly Service Fee	Minimum First Invoice Charge
A50-20	\$120.00	\$88.88	\$208.88
A100-20	\$120.00	\$109.88	\$229.88
A100-40	\$120.00	\$114.88	\$234.88
A250-25	\$120.00	\$132.88	\$252.88
A250-100	\$120.00	\$148.88	\$268.88
A500-50	\$120.00	\$138.88	\$258.88
A500-200	\$120.00	\$198.88	\$318.88
A750-50	\$120.00	\$144.88	\$264.88
A1G-50	\$120.00	\$154.88	\$274.88
A1G-100	\$120.00	\$168.88	\$288.88
A1G-400	\$120.00	\$248.88	\$368.88
A2G-100	\$120.00	\$258.88	\$378.88
A4G-100	\$120.00	\$348.88	\$468.88

The Minimum First Invoice Charge excludes any applicable once-off **Opticomm New Development Charge**.

Goods and Services Tax (GST)

All prices quoted in this summary are inclusive of Goods and Services Tax (GST).

OTHER INFORMATION

Service Availability

LIFT Broadband services are not available in all areas. There is no charge if we cannot provision your service.

Complaints Handling

If you have a complaint about your service, billing, support, or any other matter, please contact LIFT Broadband first so we can try to resolve it. Complaints should be lodged by email to support@liftbroadband.com.

Telecommunications Industry Ombudsman (TIO)

If you have contacted us about a complaint and remain dissatisfied with the outcome, or we have not resolved your complaint within a reasonable time, you may contact the Telecommunications Industry Ombudsman, an independent dispute resolution body:

Phone: 1800 062 058
Email: tio@tio.com.au
Fax: 1800 630 614
Mail: PO Box 276, Collins Street West VIC 8007
Website: www.tio.com.au

Contact Us

Phone: 1300 715 773
Fax: +61 3 9975 4041
Email: support@liftbroadband.com
Mail: HWT Tower 40 City Road, South Bank Melbourne, VIC 3006, Australia
Website: www.liftbroadband.com