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Critical Information Summary   - OptiComm Plans

OptiComm Plans

Included/Details	Casual 25/10	Everyday 50/20	Boost 75/20	Family 100/40	Power 250/25	Ultimate 1000/50
Unlimited Data Minimum Monthly Charge	$85	$95	$99	$115	$129	$139
Unlimited Data Maximum* Monthly Charge	$85	$95	$99	$115	$129	$139
Typical Residential Downloads Speed (9am-5pm)	25Mbps	50 Mbps	75 Mbps	100 Mbps	250 Mbps	600 Mbps
Typical Residential Uploads Speed (9am-5pm)	8Mbps	16Mbps	16Mbps	33Mbps	21Mbps	42Mbps
Termination Charge	$0	$0	$0	$0	$0	$0
Minimum Term	1	1	1	1	1	1

*NOTE: *Maximum charges are the monthly cost and do not include the once-off $115 set-up fee (inc GST).*

THE SERVICE

SDL Technology's OptiComm Fibre broadband service uses OptiComm equipment to deliver broadband to your premises. For typical evening download speeds, see plans in the above table. The service is available anywhere where OptiComm has been rolled out.

HOW TO ACCESS TO THE SERVICE

- OptiComm equipment will need to be installed at your property. If you do not have this equipment installed already you will need to contact OptiComm on 1300 137 800 to have it installed before signing up with SDL Technology.
- A modem/router compatible with your FTTP (Fibre to the Premises) service is required. SDL Technology can provide you with an OptiComm-ready modem/router, priced from $100 plus postage. Alternatively you may wish to purchase your own from another source.

INCLUSIONS

- Month to month subscription with no fixed term
- Option to bundle features – home phone / download-only metering / static IP / night owl (no data metering between 1am and 7am). Monthly plan costs may vary according to nature of bundle. Inquiries to our staff.
- Australian-based support Team

NOTE: Service may be restricted or cancelled if you fail to pay your bill, abuse our staff, or breach any terms and conditions applying to the service, or our fair use policy.

FEES AND CHARGES

- **Set-up fee** of $115.

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- A connection charge of $330 may also be payable to OptiComm by you if your property is classed as OptiComm Class 1 – 3; or $550 if it is classed as Class 5. We will inform you upon signup if this fee may apply.
- Modem/router cost – see above section on access.
- No excess usage charges.
- OptiComm may charge a $330 new development fee for deploying new network infrastructure to a premise or dwelling. Customers will be advised upon sign-up if this fee is likely to apply. This fee may apply to connections at new premises requiring an OptiComm connection, including but not limited to re-constructions, new buildings or dwellings and properties requiring new mailing address. This charge, if applicable, will be payable directly to OptiComm prior to signing up with SDL, or may alternatively be paid to SDL for passing on to OptiComm.
- Monthly costs may vary if the service is bundled with other services – check related information summaries or ask our staff.
- Change plan at any time, no fee. If upgrading before end of billing cycle, the difference between plans will be payable. No prorata refunds on plan downgrades.
- All costs inclusive of GST.
- No exit fees.

OTHER INFORMATION

Usage information can be accessed via SDL Technology's Client Portal, which is made available as a service at sign-up.

Customer service is provided by Australian-based team at SDL Technology. No overseas call centres.

If you are dissatisfied with our products and services, please refer to our complaints policy for information about how to express/lodge your complaint.

Acronyms:

FTTP - Fibre to the Premises

Contact:

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