



Information about the Service

Fibre Estate Broadband – Our Fibre Estate broadband service is an internet only service that utilises the OptiComm wholesale broadband fibre network (SA) to deliver high speed broadband in selected housing estates. This Fibre service includes the following monthly benefits:

- No Excess quota usage charges
- 10 email addresses
- Awesome Speed
- Email protection
- Personal Web Space
- Awesome Local Customer Service

NBN Plan Name	Monthly Included Data	Minimum Monthly Charge	Min. Cost 1 Month Inc. \$99 Set Up	Data Unit Cost (per Gb)
Home Fibre (12/1)	250GB	\$49.90	\$148.90	\$0.20c
Home Fibre (12/1)	Unlimited	\$59.90	\$158.90	-
Home Fibre (25/5)	250GB	\$59.90	\$158.90	\$0.24c
Home Fibre (25/5)	Unlimited	\$69.90	\$168.90	-
Home Fibre (50/20)	500GB	\$79.90	\$178.90	\$0.16c
Home Fibre (50/20)	Unlimited	\$89.90	\$188.90	-
Home Fibre (100/40)	500GB	\$89.90	\$188.90	\$0.18c
Home Fibre (100/40)	Unlimited	\$99.90	\$198.90	-
Home Fibre 1000/400*	1TB	\$199.90	\$298.90	\$0.19c

*Not available at all locations

Minimum Term – 1 Month. We require 30 days notice of intent to cancel the service

Information about Pricing

Upfront Fees & Other Charges – calculated as per the table below.

Contract Term	Upfront Costs	Early Termination Fees
1 Month	\$99	N/A

Critical Information Summary – Fibre Estates Broadband

Other Charges	Fee Amount
Faults: Incorrect Call out Fee/ Not In Attendance Fee	\$220
Where Applicable Opticomm New Development Fee	\$300

Availability & System Requirements – This service is available in OptiComm estates within South Australia, Victoria and New South Wales. It requires an Optical Network Termination Unit (for Fibre to the premises services). Any cabling beyond the network boundary point in your premises is your responsibility and at your cost.

Equipment needs – You require an approved compatible Ethernet or VDSL2 capable router as applicable. If you do not have one we can sell you a compatible device at an additional cost of \$149 (including \$20 postage).

Data Usage – Both uploads and downloads count towards your data allowance. If you exceed your monthly data allowance, your service will be slowed down to 256kbps for all usage until the next billing cycle begins. This means that you will not be charged for extra data usage.

Payment Processing Fee - Autopay is payment by Direct Debit (Bank Acct, Credit Card). Failure to use Autopay incurs a \$4.95 fee. We accept BPAY, PostbillPay, Credit Card, Cash & Cheque payments without surcharge to approved customers who choose quarterly billing.

Other Information

Checking your data usage - We will provide you with data usage alerts via email once you have reached 50%, 85% & 100% of your data allowance. You can also monitor your phone & data usage by calling us or at www.esc.net.au/go/myaccount

Customer Service - You can call us on 1300 135 235 and we can assist you with account balances, usage updates, payments, general support and many other queries.

Customer Dispute Resolution - If you have a complaint you should call to speak to us for an immediate resolution. If you are not reasonably satisfied, you can escalate the matter by way of a written complaint at www.esc.net.au/go/feedback; In the very rare event that you are not happy with the outcome you may contact the TIO on 1800 062 058.

This is a summary only - our standard customer terms available at www.esc.net.au/terms