

CRITICAL INFORMATION SUMMARY

INTERNET RESIDENTIAL PLANS - OPTICOMM



This summary may not reflect any discounts or promotions which may apply from time to time.

SERVICE SPEED	DATA	TYPICAL DOWNLOAD SPEED 7PM - 11PM	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR CONTRACT LENGTH
NO LOCK-IN CONTRACT				
25/10	Unlimited	24.7 Mbps	\$85.00	\$85.00
50/20	Unlimited	48.4 Mbps	\$100.00	\$100.00
100/20	Unlimited	96.9 Mbps	\$105.00	\$105.00
100/40	Unlimited	96.9 Mbps	\$110.00	\$110.00
500/50*	Unlimited	500* Mbps	\$110.00	\$110.00
750/50*	Unlimited	750* Mbps	\$125.00	\$125.00
1000/100*	Unlimited	919 Mbps	\$135.00	\$135.00
12-MONTH CONTRACT				
25/10	Unlimited	24.7 Mbps	\$85.00	\$1,020.00
50/20	Unlimited	48.4 Mbps	\$100.00	\$1,200.00
100/20	Unlimited	96.9 Mbps	\$105.00	\$1,260.00
100/40	Unlimited	96.9 Mbps	\$110.00	\$1,320.00
500/50*	Unlimited	500* Mbps	\$110.00	\$1,320.00
750/50*	Unlimited	750* Mbps	\$125.00	\$1,500.00
1000/100*	Unlimited	919 Mbps	\$135.00	\$1,620.00
24-MONTH CONTRACT				
25/10	Unlimited	24.7 Mbps	\$85.00	\$2,040.00
50/20	Unlimited	48.4 Mbps	\$100.00	\$2,400.00
100/20	Unlimited	96.9 Mbps	\$105.00	\$2,520.00
100/40	Unlimited	96.9 Mbps	\$110.00	\$2,640.00
500/50*	Unlimited	500* Mbps	\$110.00	\$2,640.00
750/50*	Unlimited	750* Mbps	\$125.00	\$3,000.00
1000/100*	Unlimited	919 Mbps	\$135.00	\$3,240.00

Identifiable speeds are the maximum attainable line speed. You will likely not experience these maximum speeds, please refer to the typical evening speeds in the Key Fact Sheet.

*New plan with theoretical maximum speed and only available for select areas. As this plan is new we do not have enough data to provide an average sampled evening speed.

Our website and Key Fact Sheet will be updated once this is available. If your attainable service line speed (on FTTN/FTTB/FTTC) cannot support this speed tier, we can move you to a lower speed tier or you can terminate your service.

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SERVICE DESCRIPTION

Your service is delivered through the Opticomm network with speeds ranging between 25/10 Mbps and 1000/100 Mbps depending on the plan chosen (see table above).

MINIMUM CONTRACT TERM

The services are supplied on a no lock-in contract with a minimum term of 30 days. Nexee also offers 12-month or 24-month contract terms - see Early Termination Charge for additional conditions.

EQUIPMENT SET UP

A network termination device will be installed into your premises and a router/modem is required to access the service. In order to distribute WiFi to multiple users in your home, Hybrid Fibre Coaxial (HFC) and Fibre-to-the-Premise (FTTP) customers will require an ethernet WAN (E-WAN) compatible router and Fibre-to-the-Node (FTTN), Fibre-to-the-Curb (FTTC) and Fibre-to-the-Basement (FTTB) customers will require a VDSL2 compatible router/modem.

It is possible to use some of these technology types without a router/modem, but we recommend against this for security reasons.

You can purchase a router/modem with your chosen plan at an additional once-off cost.

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

If you use equipment that we have not supplied to you, then we may assist you with that equipment, but cannot be responsible for its operation.

SERVICE SPEEDS

Service speeds can vary due to factors such as: the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network.

Many home router/modems and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster fibre plans. Your choice of router/modem and how you set it up within your premises could limit you from utilising the maximum speed of your broadband plan.

You may upgrade/downgrade this plan by requesting a plan change before the end of the billing period (which is a calendar month). The new plan will be effective from the start of the next calendar month. The plan can be changed to any compatible fibre plan with no additional costs for plan changes. All plans are subject to our [Acceptable Use Policy](#). You must not use your service in an unreasonable manner which detrimentally affects our network.

ACTIVATION COST

There is no cost to activate a Nexee service. However, a wholesale New Development Charge (NDC) or New Connection Charge (NCC) that is passed on by the network carrier to Nexee to connect a service may apply. Nexee will advise you if one of these charges applies at the time of your service application.

STATIC IP ADDRESS HOSTING

Static IP addresses are available on request at the time of placing an order or any time thereafter. The fee to host and manage a static IP address is \$10 per month (inc. GST).

MANAGE YOUR SERVICE

You will have access to a secure portal where you will be able to purchase additional hardware, track your invoices, make changes to your existing service and buy new services. Customer portal: <https://my.nexee.au/>.

INVOICING OPTIONS

Credit and debit card payments by both direct debit and manual payments incur processing fees: Visa and Mastercard 0.95%, American Express 2.4%.

- Direct debit payments from bank accounts incur a \$0.14 transaction fee per payment.
- If you wish to avoid monthly payment processing fees, you can make payments using BPay.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email support@nexee.au.

PRO-RATA BILLING

If you connect to your plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month.

FAILURE TO LAUNCH

If you have signed up for a Nexee service but then decide to not proceed with the order, then Nexee may be required to pass on costs incurred while pursuing your order to a maximum amount of \$150.

EARLY TERMINATION CHARGE (ETC)

There is no early termination charge (ETC) if you choose a No Contract option. If you are contracted to Nexee on a 12 or 24 month contract and you cancel your service, you will be charged an ETC of \$350 or you will have to pay out the remainder of your contract, whichever is the lesser amount.

CUSTOMER COMPLAINTS AND INFORMATION

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at support@nexee.au or call 1300 463 933.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au

This is a summary only - the full legal terms for our broadband services are available at <https://nexee.au/legal>.

CUSTOMER SERVICE DETAILS

SALES

enquiries@nexee.au

Tel: 1300 463 933

8:30 am - 8:00 pm Monday to Friday;

9:30 am - 5:30 pm Saturday and Sunday

SUPPORT

support@nexee.au

Tel: 1300 463 933

Customer Service: 8:30 am - 6:00 pm Monday to Friday;

Technical Support: 8:30 am - 9:00 pm Monday to Friday;

Technical Support: 9:00 am - 9:00 pm Saturday to Sunday;

Closed on national public holidays

Times based on NSW/VIC local times.

POSTAL ADDRESS

Suite 1, Level 16, 323 Castlereagh Street, Haymarket NSW 2000