

### INFORMATION ABOUT THE SERVICE

Your plan is a Broadband Internet service supplied over the RedTrain fibre network. There is a limit of one (1) ASCOMM Fibre Broadband service per household. This service comes standard with a Static IP address. This service is a standalone product and is not offered as a bundle with any other Ascensa service.

You will require an Ethernet Broadband router or 'home gateway' to access the broadband service. We sell and support suitable devices from our approved hardware list. We cannot guarantee that equipment advertised will be available at time of order. If equipment selected by a customer is not available at the time of delivery, we will notify the customer and provide an alternative option for the customer. The substitute equipment may be equivalent to the model selected.

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

Tax invoices and other notifications are sent to your nominated email address. Your service is invoiced on the same date each month (e.g., 5<sup>th</sup> of every month). We bill you in advance for the minimum monthly. Your first invoice may be higher because it includes a partial plan fee billed in arrears (for the period between your service activation and your first invoice) plus the plan fee for the following month billed in advance.

Billing commences within 3 days of the service being provisioned by our carrier, or earlier if you have registered a successful login. Ascensa accepts BPAY, direct debit, credit card (VISA and Mastercard only) and direct bank transfer. There are no surcharges for Direct Debit. Direct debit is executed on the 20<sup>th</sup> of each month. Payments by credit cards incur our administrative processing fee which is 1.65% of the monthly invoice value.

This is a summary only. For more information, please visit [www.ascensa.com.au](http://www.ascensa.com.au) and refer to our **Billing Policy**.

### Minimum term

A minimum term of one month applies to ASCOMM Fibre Broadband services.

### Service cancellation and charges

All service cancellations require thirty days' notice and must be submitted in writing and will take effect at the end of the current month payment cycle. Ascensa does not charge fees for cancellation of services.

### INFORMATION ABOUT PRICING

#### Broadband speeds and monthly plans

ASCOMM Fibre Broadband is a contended residential service. Service is subject to potential speed fluctuations during peak periods where network utilisation is higher than normal. Ascensa peak service time is between 10am to 2am, Off-peak service time is between 2am to 10am.

There are four (4) ASCOMM Fibre Broadband plans offered in RedTrain Serviced Communities, these are:

Service	Speed Tier	Average Evening Speeds
Deluxe 25	25/5 Mbps	20 Mbps
Deluxe 50	50/20 Mbps	40 Mbps
Deluxe 100	100/40 Mbps	80 Mbps
Deluxe 250	250/20 Mbps	200 Mbps

Ascensa makes no guarantees of any kind on the actual speed that will be achieved by any individual user as we rely on our supplier to ensure services are provisioned to deliver optimum speeds at all times.

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.

Devices connected by Wi-Fi may experience slower speeds than those connected by ethernet cable.

### Data allowance

Ascensa offers an unlimited monthly data allowance. All services are subject to our Acceptable Use Policy.

### Standard activation

A once-off standard activation fee of \$88.00 will be charged for all new Fibre Broadband services.

### Minimum service cost

The minimum cost for an ASCOMM Fibre Broadband service covers the standard activation and the first full month's service fee pro-rata - *excludes optional installation and hardware.*

Service	Monthly Fee	Minimum Cost
Deluxe 25	\$64.88	\$152.88 (\$64.88 monthly fee + \$88 activation)
Deluxe 50	\$69.88	\$157.88 (\$69.88 monthly fee + \$88 activation)
Deluxe 100	\$95.88	\$183.88 (\$95.88 monthly fee + \$88 activation)
Deluxe 250	\$128.88	\$216.88 (\$128.88 monthly fee + \$88 activation)

### Plan upgrades and downgrades

You can modify your plan any time. Plan changes are permitted only once a month. There is a once-off fee of \$33.00 for plan upgrades / downgrades.

### OTHER INFORMATION

Due to technical constraints, ASCOMM Fibre Broadband is not available in all areas. There is no charge if we cannot provision your service. All prices quoted in this summary is inclusive of Goods and Services Tax (GST).

### Usage information

- We will send you alerts when you are approaching your monthly data usage limit if you are on a legacy metered plan.
- For Unlimited services, we do not offer usage information or alerts, but you can request this on demand if required.

### Customer Service contact details

You can contact our team by calling (03) 9975 4040; or by emailing us at [team@ascensa.com.au](mailto:team@ascensa.com.au). Other contact details for billing, sales and support can be found on our website at [www.ascensa.com.au](http://www.ascensa.com.au).

### Dispute resolution process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing and lodged via email to [dispute.resolution@ascensa.com.au](mailto:dispute.resolution@ascensa.com.au).

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au](http://www.tio.com.au).