

INFORMATION ABOUT YOUR SERVICE

Your **ASCOMM Broadband** internet service is delivered over **LYNHAM NETWORKS** infrastructure. This service is a standalone product and is not offered as a bundle with any other Ascensa service.

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 and hardware will be available at the time of order. If equipment and 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

Carrier **New Development** charge of \$300.00 (if applicable) and **Internet Activation** fee of \$88.00 will be invoiced upon acceptance of your order. Payment of invoiced charges are required before Ascensa activates your new ASCOMM 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 generated, and you will be required to settle all outstanding amounts for the remainder of the thirty (30) day notice period immediately.

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 (MSF)

ASCOMM Broadband plans have a monthly service fee, with all speed tiers offering symmetrical speeds.

ASCOMM Broadband Plans			
Service Plan	Speed Tier	Approx. Average Evening Speeds ¹	Monthly Service Fee (MSF)
Basic 10	10/10 Mbps	7.8 Mbps	\$62.88
Standard 25	25/25 Mbps	19.5 Mbps	\$67.88
Home 50	50/50 Mbps	39 Mbps	\$77.88
Fast 100	100/100 Mbps	78 Mbps	\$97.88
Superfast 200	200/200 Mbps	154 Mbps	\$124.88
Ultrafast 500	500/500 Mbps	390 Mbps	\$174.88

Carrier Network and Upstream Service

We make no guarantees of any kind on the actual speed that will be achieved by a customer. We rely on our upstream carrier to ensure services provisioned can deliver the optimum speeds at all times.

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.

New Development Fee

LYNHAM NETWORKS may levy a fee between \$300.00 and \$550.00 for initial connections to their network depending on the build requirement. This fee is usually applicable to newly built properties within carrier’s serviced apartments and estate.

¹ 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.

Data Allowance

ASCOMM Broadband plans come with **unlimited data**.

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 on demand to our Service Assurance team.

Minimum Service Charge (MSC)

Our ASCOMM Broadband service has a minimum service charge that encompasses the standard activation fee and a prorated portion of the first month’s service fee.

Initial First Month			
Service Plan	Standard Activation Fee (SAF)	Monthly Service Fee (MSF)	Minimum Service Charge (MSC)
Basic 10	\$88.00	\$62.88	\$150.88
Standard 25	\$88.00	\$67.88	\$155.88
Home 50	\$88.00	\$77.88	\$165.88
Fast 100	\$88.00	\$97.88	\$185.88
Superfast 200	\$88.00	\$124.88	\$212.88
Ultrafast 500	\$88.00	\$174.88	\$262.88

The MSC fee excludes the once off **New Development** fee charged by the carrier. This fee is mandatory by the carrier and will be a pass through by Ascensa if applicable on the first invoice.

Goods and Services Tax (GST)

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

OTHER INFORMATION

Service Availability

ASCOMM Broadband services is not available in all areas.

There is no charge if we cannot provision your service.

Complaints Handling

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.

Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO, an independent resolution body via:

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: +61 3 9975 4040
Fax: +61 3 9975 4041
Email: support@ascensa.com.au
Fax: 1800 630 614
Mail: Level 3, 480 Collins Street, VIC 3000
Website: www.ascensa.com.au