



MyOwn Tel Sanctuary Cove Fibre To The Home Internet

CRITICAL INFORMATION SUMMARY

Information about our service

Here's a quick summary of all the important bits about your **MyOwn Tel Sanctuary Cove FTTH Internet** plan.

It covers things like the length of your contract and how much you need to pay each month.

Your plan is for a post-paid **FTTH Internet Service**. It gives you access to Sanctuary Cove's **FTTH** network and allows you to download and upload data.

Bundling

This service and its rates are not part of a bundle promotion or incentive program. The rates are fixed and will not be adjusted at the addition or subtraction of other My Own Tel telecommunication services.

Mandatory Components of FTTH Internet

FTTH Internet at Sanctuary Cove requires your home data points and cabling to be maintained and connected to the FTTH. Homes and Businesses wishing to use the FTTH Internet must have their data points and cabling patched before the internet service is connected. These charges and works are not covered by MyOwn Tel. However, this can be organised with an external computer technician for a maximum fee of \$176.00. This charge may not apply if you have had FTTH patched across to your home in the past. Please see **Connection Charges and Fees** for more information on connection charges. Please consult MyOwn Tel on **1300 859 152** for service qualification enquires and for information about Optic Networks in Sanctuary Cove.

Minimum Term

There is no contract or contracted minimum term with **MyOwn Tel's Sanctuary Cove FTTH** plans. Subsequently, there no early termination fees, however, customers will be charged for any usage they have accrued from time of activation to time of deactivation. This calculated by the number of days the service is active divided by the monthly retail plan charge.

What's Included and Excluded?

Your FTTH service includes:

- Internet IP
- FTTH internet connection
- Customer Service Support
- MyOwn Tel Webmail

Your FTTH service excludes:

- FTTH installation
- Customer Premise Equipment management and maintenance

- External email client management such as Hotmail, Gmail, outlook and yahoo mail
- Virus protection
- PABX management and maintenance

Your monthly Broadband Allowance will depend on the plan you choose:

INFORMATION ABOUT PRICING

Minimum and Maximum monthly charges

Your minimum and maximum monthly charge will depend on the plan you choose.

Minimum monthly charge calculable: \$9.22

Maximum monthly charge calculable: \$276.60

Current MyOwn Tel Pricing as at 13/05/2013

Package »	Bronze		Silver		Gold	
	GB per Month (Peak + Off Peak)	Monthly Rate	GB per Month (Peak + Off Peak)	Monthly Rate	GB per Month (Peak + Off Peak)	Monthly Rate
2 Mbs/2 Mbs	3GB + 3GB	\$9.22	5GB + 5GB	\$13.83	10GB + 10GB	\$27.66
5 Mbs/5 Mbs	7GB + 7GB	\$18.44	10GB + 10GB	\$27.66	20GB + 20GB	\$55.32
10 Mbs/10 Mbs	17GB + 17GB	\$46.10	25GB + 25GB	\$69.15	50GB + 50GB	\$138.30
15 Mbs/15 Mbs	UNLIMITED	\$92.20	UNLIMITED	\$138.30	UNLIMITED	\$276.60

Usage means monthly download data transfer, where 1 Gigabyte = 1024 Megabytes. There is no charge for excess data use. Once a user has reached their monthly quota the service is automatically shaped (slowed) to 512Kbps. The user then has a further 2GB of usage which is provided as a default plan by Sanctuary Cove Body Corporate. Once this 2GB has been used the service is then automatically cut off until the next billing cycle.

Please Note:

Data that has not been used does not accrue over from one month to the next (rolled over). Usage is set according to your selected plan until it runs out or you increase it. If a customer has not reached their data limit by the next monthly billing cycle, the quota will reset.



MyOwn Tel Sanctuary Cove Fibre To The Home Internet

Charges per gigabyte (GB)

Usage:	Plan Cost:	Per GB:
6GB	\$9.22	\$0.65
10GB	\$18.44	\$0.54
34GB	\$46.1	\$0.73
Unlimited	\$92.2	N/A
Usage:	Plan Cost:	Per GB:
10GB	\$13.83	\$0.72
20GB	\$27.66	\$0.72
50GB	\$69.15	\$0.72
Unlimited	\$138.3	N/A
Usage:	Plan Cost:	Per GB:
10GB	\$27.66	\$0.36
40GB	\$55.32	\$0.72
50GB	\$138.3	\$0.36
Unlimited	\$276.6	N/A

From top to bottom: bronze, silver and gold.

Early Termination

There are no early termination fees; however, there is the standard charge for usage accrued during time use starting from activation to deactivation.

MyOwn Tel Customer Service

P: 1300 859 152

F: 07 3103 8081

E: enquiries@myowntel.com.au

Optic Networks

P: 07 3115 9400

Optic Networks

P: 07 3115 9400

Sanctuary Cove Body Corporate (SCBC)

P: 07 5500 3333

Lodging a complaint with MyOwn Tel

To lodge a complaint with MyOwn Tel please contact 1300 859 152 or email your complaint to enquiries@myowntel.com.au

Telecommunications Industry Ombudsmen (TIO)

P: 1800 062 058

F: 1800 062 614

W: <http://www.tio.com.au/>

Availability

FTTH is available all throughout Sanctuary Cove where Sanctuary Cove Body Corporate has requested and permitted FTTH infrastructure installation. Please keep in mind that newly built houses, buildings, and offices will need to organise the appropriate FTTH equipment with Sanctuary Cove Body Corporate. MyOwn Tel does not install, maintain, or service any FTTH equipment including ONU's/ONT's, cabling, LM's, nor Head End Services. This is handled by **Sanctuary Cove Body Corporate (SCBC), and Optic Networks.**

For any enquiries relating to maintenance, installations and construction please contact MyOwn Tel Faults on **1300 859 152** and they will forward your enquiry to the appropriate party. Alternatively, please contact your Sanctuary Cove Body Corporate.

Broadband Speeds

- Actual speeds you will receive will vary due to a number of factors including network contention, your equipment and software.
- Download speeds on devices connected via a Wi-Fi modem or network extender may be slower than devices connected by a fixed Ethernet cable.

Connection Charges and Fees

A connection fee of **\$176.00** will apply if the residence has not been connected to the FTTH network before, if the residence is connected to a non FTTH network such as the Telstra Copper network (ADSL and Copper Fixed Lines), or the resident has caused damage to the FTTH equipment and resulting in a technician attendance to reconnect to the FTTH network, and at time of installation which will be itemised as a charge in the installation invoice which is provided by Sanctuary Cove Body Corporate. The **\$176.00** connection fee only covers patching the FTTH to the home networking. It does not cover in-home cabling work, data and phone wall point assignment through a customer or builder installed Hub, and Customer Provided Equipment (CPE).



MyOwn Tel Sanctuary Cove Fibre To The Home Internet

Connection Timeframes

Once we've accepted your application, we'll try to connect your business FTTH service on the date you ask for, but this might not always be possible.

If there has been a previous working business FTTH service at your premises and we can reconnect it without having to visit your premises, then we aim to connect the service within five working days of your request. This timeframe begins at return of application form from customer to MyOwn Tel.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We're here to help

If you have any questions, just call us on **1300 859 152** so we can serve you better. Or you can visit us at **www.myowntel.com.au** for additional information, including to access information about your usage of the service.

Package ▶	Bronze		Silver		Gold	
	GB per Month	Monthly Rate	GB per Month	Monthly Rate	GB per Month	Monthly Rate
Speed						
2Mbps	6GB	\$9.22	10GB	\$13.83	20GB	\$27.66
5Mbps	14GB	\$18.44	20GB	\$27.66	40GB	\$55.32
10Mbps	34GB	\$46.10	50GB	\$69.15	100GB	\$138.30
15Mbps	UNLIMITED	\$92.20	UNLIMITED	\$138.30	UNLIMITED	\$276.60