

SC FTTH Silver 5M/5M

CRITICAL INFORMATION SUMMARY



INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **SC FTTH Silver 5M/5M** plan. It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

There is either a **6 or 12 month** minimum contract term.

What's Included and Excluded?

Your SC FTTH Data service includes:

- **1 x Static IP Address**
- **Up to 5Mbps / 5Mbps service speed**
- **Unlimited monthly data allowance**

Limitations

This plan is only available to residents connected to the Sanctuary Cove Fibre To The Home (FTTH) Network.

MyOwn Tel SC FTTH Internet is considered residential grade, and as such, there are no service level guarantees.

INFORMATION ABOUT PRICING

The minimum monthly charge is \$39.

The total minimum amount that you'll pay over the period of your agreement is **\$234 + \$99 setup (6 months) or \$468 + \$49 setup (12 months)**. All prices include GST.

Early Termination

Should your service be cancelled for any reason within the contract period, your Early Termination Fee (ETF) will be \$15, multiplied by the months remaining in your contract.

OTHER INFORMATION

Connection Charges

Where the Network Terminating Unit (NTU) at your home is connected to the FTTH and is cabled through to ports throughout your home, the following setup fee will apply:

- **6 month terms: \$99**
- **12 month terms: \$49**

For houses where the FTTH is connected from the street to the NTU, but needs to be patched through to Network ports in the home, a technician will need to attend. You can hire

the services of a licenced technician, or MyOwn Tel can do the patch work for you for **\$299 (6 month terms) or \$249 (12 month terms)**.

If the FTTH is not connected from the street to the NTU you will need to contact Sanctuary Cove Body Corporate on 07 5577 6500.

SC FTTH Internet Speeds

Your Internet service on the SC FTTH Network offer symmetric download and upload speeds to the home of up to **5Mbps**.

Speed changes attract a charge of \$59 and may be requested once per month.

Actual speeds may vary due to a number of factors such as, but not limited to, the destination of the host computer or server you are accessing, the global Internet links between us and Internet destinations, the network that connects from your location to other parts of the country, the performance of your home network, your equipment and software on your computer. Transmission overheads and network congestion may also impact speeds during peak usage times.

Connection Timeframes

Once we've accepted your application, we'll try to connect your service on the date you ask for, however, this might not always be possible. Due to the complex nature of this service, we will aim to connect your home phone within five to fifteen working days.

Billing

We will bill you in advance for the minimum monthly charge and features. 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.net.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.myowntel.net.au. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.