# Critical Information Summary
# Opticomm Internet Plans

**Service to be provided:** Uses Opticomm infrastructure to deliver internet to your premises.

| Opticomm Plan | Iron 12/1 | Bronze 25/10 | Silver 50/20 | Gold 100/20 | Platinum 100/40 | Diamond 250/25 | Master 1000/50 |
|---|---|---|---|---|---|---|---|
| Monthly Charge | $75.68/month | $84.18/month | $110.46/month | $113.23/month | $116.86/month | $119.28/month | $131.38/month |
| Monthly Data Allowance | Unlimited | | | | | | |
| Public IP address | Optional | Optional | Optional | Optional | Optional | Optional | Optional |
| Minimum Monthly Charge | $75.68 | $84.18 | $110.46 | $113.23 | $116.86 | $119.28 | $131.38 |
| Maximum Monthly Charge | $75.68 | $84.18 | $110.46 | $113.23 | $116.86 | $119.28 | $131.38 |
| Setup Cost | $0 | $0 | $0 | $0 | $0 | $0 | $0 |
| Early Termination Charge | $0 | $0 | $0 | $0 | $0 | $0 | $0 |
| Minimum Term (Months) | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Speeds | 12/1 | 25/5 | 50/20 | 100/20 | 100/40 | 250/25 | 1000/50 |
| *Typical evening speeds (7pm – 11pm) | 11/1 Mbps | 24/9 Mbps | 48/19 Mbps | 97/17 Mbps | 97/34 Mbps | 245/21 Mbps | 810/41 Mbps |

## Information about the service

Ozot's Opticomm internet service uses Opticomm infrastructure (Fibre to the Basement (FTTB), HFC, or Fibre to the Premises (FTTP)) to deliver internet to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

## Where is it available?

These services are available anywhere where Opticomm infrastructure has been chosen to be rolled out by the estates property developer. For more information visit the address checker

https://online.telco.opticomm.com.au/

## Equipment required

To connect to the Opticomm FTTB network you will require a Home Modem/Router. To connect to the Opticomm HFC or FTTP network you will require a Home Router. We allow customers to bring their own Home Modem/Router or they can purchase equipment from us.

Information is correct as of 16th of Nov 2024

## How do I access the service?

Your premises will have to be connected to the Opticomm access network to access these services.

## New Development

If your premise is not connected to the Opticomm access network then tenants will need to liaise with the property owner, builder or property manager to complete the Opticomm customer acceptance form and provide permission to complete the connection. The cost of the connection varies between estates.

## Landline phones

We do not sell any voice or VoIP services. If you have a landline phone and want to keep its number then we advise that you port your landline number over to a VoIP provider. We strongly advise that your landline phone is tested and confirmed working before moving your Opticomm connection to us. VoIP will function over our Opticomm internet service.

## Medical alarms/security

Before changing your internet, you should find out if any medical/security alarm services you want to use are compatible with an Opticomm internet service.

## Fax

We do not sell any fax services. If you have a fax line and want to keep it then we advise that you port your fax line over to a FoIP provider before moving your Opticomm connection to us.

## Minimum term of the service

This service is month-to-month with no fixed term.

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro-rata refunds on plan downgrades.

## Exit fee

There are no exit fees for this service.

## Setup fee

There is $0 setup fee for this service.

## Priority assistance

We do not offer priority assistance.

## Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just send us an email, log a fault via our portal, message our chat, or give our support number a call.

## Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more information, see https://ozot.com.au/terms-and-conditions#Complaint .

## Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at https://tio.com.au/making-a-complaint .

## Ozot

Email: contact@ozot.com.au