

Critical Information Summary

Ozot Velocity Internet Plans

Information about the Service

This service is an internet service provided over the Opticomm access network. To be eligible for this internet service your premises will have to be connected to the Opticomm access network. Velocity was acquired by Uniti Group. Opticomm is a subsidiary of Uniti Group and operates the acquired Velocity access network. Your premises will have to be in an Australian State that we are available in.

Plan	Iron Plan 12/1	Bronze Plan 25/5	Silver Plan 50/20	Gold Plan 100/20	Platinum Plan 100/40
Monthly Charge	\$69/month	\$79/month	\$89/month	\$109/month	\$119/month
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Once-off Fees	\$0 – Setup Fee (Limited time)	\$0 – Setup Fee (Limited time)	\$0 – Setup Fee (Limited time)	\$0 – Setup Fee (Limited time)	\$0 – Setup Fee (Limited time)
Public IP address	Included	Included	Included	Included	Included
Contract Terms	No lock-in contract	No lock-in contract	No lock-in contract	No lock-in contract	No lock-in contract
Equipment	Bring your own Router/Modem or Purchase Router/Modem	Bring your own Router/Modem or Purchase Router/Modem	Bring your own Router/Modem or Purchase Router/Modem	Bring your own Router/Modem or Purchase Router/Modem	Bring your own Router/Modem or Purchase Router/Modem
Speed	12/1	25/5	50/20	100/20	100/40
Typical Evening Speed (7 – 11PM)	Typical evening speeds may vary	Typical evening speeds may vary	Typical evening speeds may vary	Typical evening speeds may vary	Typical evening speeds may vary

Plan	Diamond Plan 250/25
Monthly Charge	\$139/month
Monthly Data Quota	Unlimited
Once-off Fees	\$0 – Setup Fee (Limited time)
Public IP address	Included
Contract Terms	No lock-in contract
Equipment	Bring your own Router/Modem or Purchase Router/Modem
Speed	250/25
Typical Evening Speed (7 – 11PM)	Typical evening speeds may vary

Equipment Required: If you are already connected to the Opticomm access network (FTTP) then you will require a Home Router to connect to our internet service. If you are already connected to the Opticomm access network (FTTB) then you will require a Home Modem and Home Router to connect to our internet service. On sign up you are able to purchase the required home equipment from us. If your premises is not connected to the Opticomm access network then you will require Opticomm supplied equipment to be installed at your premises (charges apply).

Internet Speeds: There are a lot of different variables that may affect your internet speeds. Due to there being so many different variables we are only comfortable saying that your evening download/upload speeds may vary.

Phones: We do not sell any voice or VoIP services. If you have a landline phone 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 on your VoIP provider before moving your internet connection to us. VoIP will function over our Velocity internet service.

Alarms: If you have any medical alarms, security alarms, etc then the responsibility is on you as the customer to make sure these devices will function once you have your internet service with us.

Fax: We do not sell any fax services. If you have a fax line then we advise that you port your fax line over to a FoIP provider.

Priority Assistance: We do not offer priority assistance.

Other Information

Business name: Ozot

ABN: 57 619 004 009

Technical Support: Log a ticket through our portal or email support@ozot.com.au

General Enquires: contact@ozot.com.au

Complaint: complaint@ozot.com.au

Please email complaint@ozot.com.au if you have a complaint that needs to be resolved.

Further Options: If you are not satisfied with our handling of your complaint you may make a complaint to the Telecommunications Industry Ombudsman (TIO).