

Critical Information Summary

Velocity Internet Plans

Service to be provided: Our Velocity internet plans use Opticomm infrastructure to deliver internet to your premises.

| Velocity Plan | Iron Velocity 12/1 | Bronze Velocity 25/5 | Silver Velocity 50/20 | Gold Velocity 100/20 | Platinum Velocity 100/40 | Diamond Velocity 250/25 |
|--------------------------------------|--------------------|----------------------|-----------------------|----------------------|--------------------------|-------------------------|
| Monthly Charge | \$70/month | \$80/month | \$97/month | \$109/month | \$119/month | \$139/month |
| Monthly Data Allowance | Unlimited | | | | | |
| Public IP address | Included | Included | Included | Included | Included | Included |
| Minimum Monthly Charge | \$70 | \$80 | \$97 | \$109 | \$119 | \$139 |
| Maximum Monthly Charge | \$70 | \$80 | \$97 | \$109 | \$119 | \$139 |
| Setup Cost | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Early Termination Charge | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Minimum Term (Months) | 1 | 1 | 1 | 1 | 1 | 1 |
| Speeds | 12/1 | 25/5 | 50/20 | 100/20 | 100/40 | 250/25 |
| *Typical evening speeds (7pm – 11pm) | 11Mbps | 24Mbps | 48Mbps | 97Mbps | 97Mbps | 245Mbps |

Information about the service

Ozot's Velocity 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 if your premise has had the Velocity to Opticomm access network upgrade. For more information visit the address checker

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

Equipment required

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

How do I access the service?

Your premises will have to be connected to the Opticomm access network to access these services. Find out when your address is planned for the Velocity to Opticomm access network upgrade via the address checker. Then schedule an appointment for an Opticomm approved technician to install Opticomm supplied equipment at your premises. Once this is completed you will be able to connect to our network.

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. VoIP will function over our Velocity 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 Velocity 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 Velocity 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