

Critical Information Summary
InfiNET Broadband's Hope Island Resort Residential/Personal Plans

Description of service/s:

These are Hope Island Resorts (HIR) residential/personal internet services with unlimited data allowance provided over the private HIR network. These are only available in the HIR area and only available to residential users and is not suitable for business use. InfiNET Broadband does not permit the distribution of illegal content or copyrighted material on our network.

Plan Information Overview:

Plan	Max Download Speed	Max Upload Speed	Monthly Data Quota	Monthly Fee	Total Minimum Price
HIR 25/10Mbps Unlimited	25Mbps	10Mbps	Unlimited	\$59.00	\$59.00
HIR 50/20Mbps Unlimited	50Mbps	20Mbps	Unlimited	\$64.00	\$64.00
HIR 100/40Mbps Unlimited	100Mbps	40Mbps	Unlimited	\$84.00	\$84.00
HIR 250/50Mbps Unlimited	250Mbps	50Mbps	Unlimited	\$109.00	\$109.00
HIR 1000/50Mbps Unlimited	1000Mbps	50Mbps	Unlimited	\$129.00	\$129.00

- **Minimum Term:** 1-month minimum term
- **Contract Terms:** These plans have no lock in contract (\$99 activation fee)
- **Activation Fee:** \$99 once off activation fee for no lock in contract, \$45 over 12mths, \$0 over 24mths
- **Plan change or upgrade fees:** There are no fees to change or upgrade/downgrade a plan
- **Onsite installation:** Optional professional onsite installation/configuration services @ \$150p/hour

Order Cancellation: Once you receive notification that your order has been submitted, your order will be classified as "In Progress". At this stage, if you wish to cancel due to change of mind, no refund will be provided. Once the service is activated, a 15-day notification is required to cancel an active service. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

HIR Internet Availability:

To check if your address or premise is enabled, please contact InfiNET Broadband to check if the HIR internet is available in your selected/enabled area.

Relocation:

If the customer moves or relocates (change of address), InfiNET Broadband can manage this for you.

Billing:

InfiNET Broadband will bill you in advance for the minimum monthly charge. On completion of signing-up, your first month of monthly charges will be charged in advance. This payment will be applied to your account and an invoice made available within the customer portal. Billing for your service will commence on the day that the activation is completed and we will notify you once the service is activated. The InfiNET billing cycle will then start on this date and reoccur on the same date each month.

Additional account fees:

The following account fees apply to the InfiNET Broadband payment methods:

- Direct debit fee: \$0.00 cent per transaction (free)
- Australian VISA/Mastercard surcharge: 1.75% + \$0.30 cents
- International Cards: 2.9% + \$0.30 cents
- Bounced/failed direct debit fee: \$10.00

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- Paper Bill Fee: \$3.50

Late payment fee:

If your account is not paid in full within 15 days after the monthly due date a late payment fee of \$15 + GST will apply.

Connection Timeframes:

InfiNET Broadband will process and connect your HIR internet service as quickly as possible. If it's a new connection where the HIR network hasn't been connected previously, InfiNET will advise of a reserved installation appointment for the connection. In some cases, the installer may be unable to attend the reserved appointment. Reasons can include delays with previous installations, high workloads or other factors out of InfiNET Broadbands control. If your installation appointment is re-scheduled, we will do everything possible to inform you ahead of the installation date. There are occasions we are not informed by an installer is unable to attend an appointment until after the appointment time and date. We do apologise in advance if this happens at your installation. Provisioning of services is Monday-Friday 08:00 to 17:00 with exceptions outside of these times done where possible

Required Hardware:

- **Fibre Cable Modem:** A fibre cable modem is required to connect to the Hope Island Resort private fibre network, please contact InfiNET to validate one is installed and supports internet traffic.
- **CPE (Customer Provided Equipment):** A modem/router is required to connect this service. InfiNET Broadband recommend using one of our supplied modem/routers that come preconfigured. Please check our website for current pricing. InfiNET Broadband do support BYO modem/routers but they must be compatible with the HIR connection being delivered to your property. InfiNET Broadband will provide limited 'best effort' support for BYO devices, so you must be capable of configuring it yourself.

Broadband Speed:

It is not possible to determine the maximum speed you will be able to achieve until your service is connected. Actual speeds you will obtain vary due to a number of factors, such the time of day, hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Enquires, feedback and complaints:

InfiNET Broadband are committed to providing you with excellent customer service. Please contact us by calling 1300 101 414 or by sending an email to customerservice@infinetbroadband.com.au if you have any questions, provide feedback or raise a concern/complaint

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: <http://www.tio.com.au/making-a-complaint>