



**Critical Information Summary for OPTICOM**

**Information about the service**

OPTICOM is high speed internet access that can be used for internet, VoIP & video calls.

**What's included?**

Access to the OPTICOM on one of the 6 speeds chosen below.

**Information about pricing**

**Minimum Monthly Charge**

| Monthly Recurring Charges            | 12/1 mbps | 25/5 mbps | 50/20 mbps | 100/40 mbps | 100/20 mbps | 250/25 mbps |
|--------------------------------------|-----------|-----------|------------|-------------|-------------|-------------|
| Unmetered Subject to Fair Use Policy | \$49.35   | \$70.50   | \$82.25    | \$97.50     | \$90.45     | \$108.70    |

Once off set up \$116.33

Optional pre-configured TP Link VC 1600 Archer modem for \$260 + posted to site.

There is a once off \$300 charge to the first person who turns on Opticom at the address. It is never to be paid again if another person occupies that address.

**Total min cost no \$300 charge + once off set up \$116.33**

| Monthly Recurring Charges | 12/1 mbps | 25/5 mbps | 50/20 mbps | 100/40 mbps | 100/20 mbps | 250/25 mbps |
|---------------------------|-----------|-----------|------------|-------------|-------------|-------------|
| 1 month min               | \$165.79  | \$187.00  | \$198.58   | \$213.83    | \$206.78    | \$225.03    |

**Total min once off set up \$116.33 & \$300 once off Opticom turned on for the first time.**

| Monthly Recurring Charges | 12/1 mbps | 25/5 mbps | 50/20 mbps | 100/40 mbps | 100/20 mbps | 250/25 mbps |
|---------------------------|-----------|-----------|------------|-------------|-------------|-------------|
| 1 month min               | \$465.79  | \$487.00  | \$498.58   | \$513.83    | \$506.78    | \$525.03    |

**Set up & Optional Extras.**

| One off Changes                           | 12 Month Min Term | 24 Month Min Term |
|---|-------------------|-------------------|
| Set Up Charge                             | \$110.00          | \$0.00            |
| Transfer of OPTICOM from another provider | \$30.00           | \$30.00           |
| Order Withdrawal Charge                   | \$156.00          | \$156.00          |
| Speed Change Charge                       | \$26.00           | \$26.00           |
| Fee for incorrect Call Out (2 hours)      | \$312.00          | \$312.00          |
| Fee for incorrect Call Out per hour       | \$117.00          | \$117.00          |

**Notes:**

Includes both downstream and upstream data.

Data allowance expires on service anniversary each month.

All Rates included in this document are GST exclusive.

All monthly fees are subject to pro-rata upon connection of the service.



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#### Support & Outages

Should you experience a problem with the OPTICOM Or 4G redundancy please call us on 1800 00 77 77 or email us at [service@ipacific.com.au](mailto:service@ipacific.com.au)  
The OPTICOM does not have SLA's it is a best effort for the OPTICOM to resolve any faults.

#### Minimum Term & Early Termination Payment

The OPTICOM is on a month-by-month basis OPTICOM there is no Early Termination Payout.

#### Billing

iPacifc invoice on the 5<sup>th</sup> of each month unless this falls on a weekend then it will be the following day. Clients have 14 days to pay otherwise they will receive a \$10 late payment fee or 5% of the outstanding for clients owing more than \$200 + GST.

#### Usage Information

All OPTICOM are unmetered data.

#### Enquiries, feedback & complaints

We are committed to providing you with excellent customer service. Please contact us on 1800 00 77 77 or [info@ipacific.com.au](mailto:info@ipacific.com.au)  
Our Complaints Handling Policy can be viewed at <https://ipacific.com.au/legal/>

#### Telecommunications Industry Ombudsmen (TIO)

We encourage you to contact us first if you experience a problem or are unhappy. If you wish to contact the TIO you can do so as follows:

Ph: 1800062058

Fax: 1800630614

Online: <http://www.tio.com.au/making-a-complaint>

This Critical Information Summary is valid as of Nov 2021.