

Activa Internet Services

Document Version | 1.0

Critical Information Summary

Service Information

Activa Internet services are post-paid business Internet services delivered to customers over a wholesale carrier network to the network boundary point at your premises.

- Minimum Term is 12 months.
- Service offer is only available to approved customers and is not available in all areas or locations.
- The type, speed and carrier of service available to your location is subject to qualification checks and will be confirmed before your order of a service will be accepted.
- All plans include unlimited uploads and downloads.
- Services are provided under our Standard Form of Agreement <http://www.activacomms.au/important-documents>.
- Services are subject to our Fair and Acceptable Use Policy <http://www.activacomms.au/important-documents>.
- The full legal terms that apply to our Services are available at <http://www.activacomms.au/important-documents> which also contains other important documents that you should read.

Pricing Information

This summary may not reflect negotiated discounts or pricing offers that may apply from time to time. All prices shown are exclusive of GST. Additional services also available subject to availability and quoted pricing.

Product	NBN 25/10	NBN 50/20	NBN 100/40	NBN 250/100
Fixed Service Charge	\$110	\$130	\$180	\$225
Establishment Fee	\$0*	\$0*	\$0*	\$0*
Class of Service	TC4	TC4	TC4	TC4
Typical Minimum Evening Download Speeds (7-11pm)	22 Mbps Download	48 Mbps Download	93 Mbps Download	240 Mbps Download
Minimum Cost 12 Months	\$1320	\$1560	\$2160	\$2700

* Varies with minimum contract term.

Installation Fee

In addition to the Establishment Fee that applies to a Service, an Installation Fee may apply based on the specific Service and connection characteristics at your site location. We will advise you of any applicable Installation fee before placing your order with the carrier, and you can decide to not proceed with your order at that point.

Early Termination

The Early Termination Charge is pro-rated based on the period of time between the date of early termination and the end date of the agreement and includes the fixed services charges that apply to the services but not any variable usage-based charges.

Changing your Service

You can change to an eligible higher speed Service once during your minimum term without extending your original minimal term or paying Early Termination Charges. Changing to a lower speed Service during the minimum term incurs Early Termination Charges.

Pre-requisites

Where the Activa Internet service is available to your location it will be delivered to the network boundary point at your premises to a Network Termination Unit (NTU) that we will provide. In order to then use the service you may require additional equipment and cabling which is not included as part of the service from us. We can provide additional equipment and cabling as an optional service, or you can arrange for those items yourself. Where you arrange for your own equipment and cabling we will only be able to provide “best effort” to support for your equipment, and you will still be liable to pay for your service if your equipment is incompatible or does not operate with the service.

Connection Speed

The perceived and actual connection speed of your service will vary in line with your service plan and with the characteristics of the network connection to your location, as well as other factors listed below:

- The cabling within your premises.
- The network connection types within your premises (such as the use of Wi-Fi or cable).
- Your device hardware and software configuration.
- The source and type of content downloaded or uploaded.
- The number of users and performance of interconnected equipment within your premises.

For NBNCo carrier services the connection speed of your service will be limited by the maximum line speed available to your address, and generally will be in line with your plan for FTTP services but can vary from your plan with FTTN/B/C services. For other carrier services including Fibre services the connection speed of your services will be in line with your plan.

Billing and Payment

We will issue a bill each month on the first business day of the month dated the 1st of the month. The bill will include charges for the month in advance for fixed service charges, and for the month in arrears for any variable usage based-charges, as well as any pro-rated fixed service charges where the service has been activated or terminated within the billing period.

Payment of your monthly bill is due on the 15th of the month that the bill was issued in. We offer three payment options as follows:

- Automatic direct debit of a nominated Australian bank account.
- Automatic direct debit of a nominated credit card account.
- Payment by EFT to our bank account that you initiate.

Complaints

If you have a concern, query or complaint we encourage you to contact our team at any time to discuss the issue and we will do our best to resolve it at that time. If we are unable to resolve the issue to your satisfaction, we invite you to lodge a complaint in any of the following ways:

Email: info@activacomms.au

Phone: 1300 554 116

Website: <http://www.activacomms.au/contact-us>

Letter: Suite 3, Level 2, 13-17 Castray Esplanade, Battery Point, Tasmania, 7004

We manage complaints under our Complaint Handling Policy, published at <http://www.activacomms.au/important-documents>.