

CRITICAL INFORMATION SUMMARY

Residential Fibre to the Home (FTTH)



Information About The Service

Description of the Service

The Fibre To The Home (FTTH) service is a residential grade broadband internet service delivered using optical fibre cable connected to your premises. The network is built and managed by one of several private operators.

Requirements, Availability and Limitations

The FTTH Service is only available within an FTTH serviceable area, our website www.clearnetworks.com.au/ftth/coverage provides details. Unless your premises is already connected, you will need to be connected to the FTTH Network. Clear Networks charge a one-off activation fee for all FTTH services, plus additional installation charges may be applicable from your network wholesale provider.

Peak speeds refer to the speed delivered to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your fibre connection) and the type/source of content being downloaded

Equipment Needs

You will require a FTTH router if you wish to use multiple devices at once on your FTTH service. If you do not already own one, Clear Networks can sell you a suitable device at an additional cost. Many routers will not be capable of the speeds supported by our FTTH service, you are therefore advised to choose a router from our list of hardware options.

Minimum Term

FTTH plans are available on 1, 12 and 24 month agreement. A 24 month agreement gives access to discounted hardware.

Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a ClearTalk service, your broadband service will be discounted by \$5 a month.

Included Features

There are a range of value-added features included with Clear FTTH, with further details on our website;

On and off peak quota	5 email addresses	Data Blocks	100MB of Webspace
Static IP address	Free spam-virus filter	Equipment discounts	Free Plan Change (1 per month)

Information About Pricing

Monthly Charges

All FTTH plans have a standard monthly price

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (No Contract Term)	Total Minimum Price 12 Month Contract)	Total Minimum Price 24 Month Contract)	Unit cost 1GB of data
Peak Speed 12 Mbps Down/1 Mbps Up ^						
Budget 15	5GB + 10GB	\$34.95	\$34.95	\$419.40	\$838.80	\$2.33
Budget 30	15GB + 15GB	\$39.95	\$39.95	\$479.40	\$958.80	\$1.33
Budget 60	30GB + 30GB	\$49.95	\$49.95	\$599.40	\$1,198.80	\$0.83
Budget 120	60GB + 60GB	\$59.95	\$59.95	\$719.40	\$1,438.80	\$0.50
Budget 250	125GB + 125GB	\$69.95	\$69.95	\$839.40	\$1,678.80	\$0.28
Budget 500	250GB + 250GB	\$79.95	\$79.95	\$959.40	\$1,918.80	\$0.16
Peak Speed 25 Mbps Down/5 Mbps Up ^						

This is a summary only, further information: www.clearnetworks.com.au/ftth

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Standard 15	5GB + 10GB	\$39.95	\$39.95	\$479.40	\$958.80	\$2.66
Standard 30	15GB + 15GB	\$44.95	\$44.95	\$539.40	\$1,078.80	\$1.50
Standard 60	30GB + 30GB	\$54.95	\$54.95	\$659.40	\$1,318.80	\$0.92
Standard 120	60GB + 60GB	\$64.95	\$64.95	\$779.40	\$1,558.80	\$0.54
Standard 250	125GB + 125GB	\$74.95	\$74.95	\$899.40	\$1,798.80	\$0.30
Standard -400	250GB + 250GB	\$84.95	\$84.95	\$1,019.40	\$2,038.80	\$0.17
Peak Speed 50 Mbps Down/20 Mbps Up ^						
Pro 30	15GB + 15GB	\$59.95	\$59.95	\$719.40	\$1,438.80	\$2.00
Pro 60	30GB + 30GB	\$69.95	\$69.95	\$839.40	\$1,678.80	\$1.17
Pro 120	60GB + 60GB	\$79.95	\$79.95	\$959.40	\$1,918.80	\$0.67
Pro 250	125GB + 125GB	\$89.95	\$89.95	\$1,079.40	\$2,158.80	\$0.36
Pro 500	250GB + 250GB	\$99.95	\$99.95	\$1,199.40	\$2,398.80	\$0.20
Peak Speed 100 Mbps Down/40 Mbps Up ^						
Open 30	15GB + 15GB	\$69.95	\$69.95	\$839.40	\$1,678.80	\$2.33
Open 60	30GB + 30GB	\$79.95	\$79.95	\$959.40	\$1,918.80	\$1.33
Open 120	60GB + 60GB	\$89.95	\$89.95	\$1,079.40	\$2,158.80	\$0.75
Open 250	125GB + 125GB	\$99.95	\$99.95	\$1,199.40	\$2,398.80	\$0.40
Open 500	250GB + 250GB	\$109.95	\$109.95	\$1,319.40	\$2,638.80	\$0.22

- The Total Minimum Price on a monthly contract is the standard \$129 activation fee plus 1 month of plan rental
- The Total Minimum Price on a 12 month contract is the standard \$79 activation fee plus 12 months of plan rental
- The Total Minimum Price on a monthly contract is the standard \$0 activation fee plus 24 months of plan rental

Setup Fee

Your Setup Fee varies depending on your choice of Contract. 1 Month \$129, 12 months \$79, 24 months \$0

Excess Usage

Both upload and download count towards your monthly included data. If you chose a **Capped plan** option, you will have no automatic excess usage charges, instead traffic beyond the included data quota will be slowed to 256kbps/256kbps. If you choose a **Metered plan**, your service will not be slowed, instead you will be charged an excess usage fee of \$20 per GB of usage.

Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

Customers can monitor their FTTH usage at <https://myclear.cleartnetworks.com.au>

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone:	1300 855 215	1300 855 215
Email:	sales@cleartnetworks.com.au	support@cleartnetworks.com.au
Hours	Weekdays 9am to 5:30pm AEST	Weekdays 9am to 5:30pm AEST

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at <https://cleartnetworks.com.au/Complaints>

Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

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