

Critical Information Summary Residential Internet

Clublinks Telecommunications ('Clublinks') provides internet services on our fibre optic network. Before any services can be connected the fibre must first be connected to the home. For a Services Connection Application, go to <https://telecommunications.clublinks.com.au/internet/> or call us on 1300 880 809 or email telco@clublinks.com.au.

Information About the Service

The Clublinks' Telecommunications Internet service is a pure ethernet connection to the fibre optic network. A telephone line is not required to deliver internet services. If you require more than one PC to be active you will need a router. Depending on how many devices you wish to connect via ethernet cable or WiFi connection in your home you may need technical advice. Please discuss any specific needs with Clublinks Telecommunications staff by calling 1300 880 809. They can provide a quotation and/or advice that will allow you to achieve your in-house network requirements.

Bundling

Internet and telephone services are ordered separately, unless a Clublinks bundle is specified in your order.

Equipment

You may purchase and program a router yourself or order a Clublinks router via your Service Connection Application form. Any equipment offered by Clublinks as part of a contract or bundle will remain the property of Clublinks until the term expires or the full contract value is paid by the customer.

Minimum Term

The minimum term is usually one month, unless agreed via a contract term and is invoiced on the 1st and payable on the 15th of each month by direct debit. The service will continue monthly until cancelled in writing by the customer. A minimum term service includes a minimum value, payable during the term or thereafter. A customer wishing to cancel the service prior to expiry will be charged the remaining contract value.

Information About Pricing

Service Connection

An internet service may be classified as:

New connection: Fibre optic cable and equipment needs to be installed. Depending on the estate different charges apply for the connection to the fibre optic network subject to the land sales agreement with the developer. All charges are detailed in the Connection Application form.

Reconnection: Fibre optic and telephone equipment is already installed

Service Connection Charges

A discount of \$40 is offered on new connections if the internet and telephone services are installed at the same time. If the customer has a suitable router this amount may be deleted.

| Details | Internet Only | Internet & Telephone | Telephone Only |
|--------------|---------------|----------------------|----------------|
| New Service | 145 | 300 | 185 |
| Router | 169 | 169 | NA |
| Total | 314 | 469 | 185 |
| Reconnection | 70 | 140 | 70 |

Internet Usage Plans

The following information includes the details of all current internet usage plan charges. Our website also contains links that can allow you to keep track of your usage at any time and hints that can help you to predict and control the amount of usage.

<https://telecommunications.clublinks.com.au/internet/>

This information is important if you wish to exercise control over your monthly spend on internet services (details of the web link are shown in other information/data usage on page 2 of this document).

The currently available Internet usage plans are:

| Plan | Monthly Charge | Quota Limit* | Upload Speed | Shaped Speed | Min. Contract Value | Min. Term |
|---------------|----------------|--------------|------------------|--------------|---------------------|-----------|
| Clubstart | \$59 | 100GB | 15 Mbps/2 Mbps | 128K | \$59 | 1 month |
| Connect | \$85 | 500GB | 25 Mbps/5 Mbps | 256K | \$85 | 1 month |
| Accelerate | \$95 | Unlimited | 30 Mbps/10 Mbps | NA | \$95 | 1 month |
| Go! | \$89 | Unlimited | 50 Mbps/20 Mbps | NA | \$1068 | 12 months |
| Family Bundle | \$125 | Unlimited | 80 Mbps/30 Mbps | NA | \$1500 | 12 months |
| VIP 100 | \$155 | Unlimited | 100 Mbps/50 Mbps | NA | \$155 | 1 month |

*See internet information notes

Plan Changes

Clublinks Telecommunications may change charges and/or quota limits. Advice of any changes will be provided on our website and in writing to customers 30 days prior to any changes to accounts and charges.

Acceptable and Fair Use

To safeguard the security and integrity of the infrastructure and systems that Clublinks use and to maintain them consistently for the benefit of all users, acceptable use of the network and services is expected.

If a customer fails to comply with the conditions set out in the Clublinks Telecommunications Terms & Conditions - particularly unlawful, destructive or malicious actions or usage which damages, interferes or interrupts the service, we may suspend or cancel some or all services.

A full explanation of unacceptable conduct is described in Section 7 of the Clublinks Telecommunications Terms & Conditions document which can be found at telecommunications.clublinks.com.au.

Internet Information Notes

1. Uploads and downloads are counted into the quota limit.
2. Internet speed – Users can expect to obtain speeds up to the maximum speed indicated with the corresponding plan. Your equipment and software can also contribute to slower speed. Download speeds on devices connected via WiFi may be slower than devices connected by ethernet cable. Please consult the web page for advice on usage and how speed can be affected. Or you can call Clublinks Telecommunications 1300 880 809 (option 3) or email telco@clublinks.com.au to request assistance.
3. An email warning is sent within an hour when your usage reaches 50%, 85% and 100% of your available quota. Clublinks Telecommunications throttles back the speed to the predetermined shaped speed when you have reached your quota limit. Your quota includes both upload and download. No excess usage is charged.
4. *Plan termination* – A plan can be terminated at the end of any month or at the end of a term without penalty on receipt of written notice from the customer. A minimum term service will stipulate a minimum value. A customer wishing to cancel the service prior to expiry will be charged the remaining contract value. Any equipment offered by Clublinks as part of a contract will remain the property of Clublinks until the full contract value is paid by the customer.
5. *Plan upgrade* – A plan can be upgraded at any time and the new plan will take effect immediately when the change is made via our online customer portal.
6. *Plan downgrade* – A plan may be downgraded, however the current plan quota and charge will apply for the current and next month (e.g. If you downgrade from Advanced to Family during October, the new charges will apply on the 1st of December).

Monthly Billing and Payment

Please indicate a preferred email address for your monthly invoice in the Services Application Form. Clublinks Telecommunications invoices monthly in advance for plan charges. The account is sent by email to your designated email address on the 1st of each month.

Payment is to be made by direct debit from bank account or credit card nominated in your application form. This payment is deducted 14 days after the account has been emailed to you and is processed via Clublinks Telecommunications and/or Ezidebit Pty subject to the terms and conditions of the Direct Debit Request Service Application found on <https://telecommunications.clublinks.com.au/support/forms/>

Dishonour Fee

If your direct debit is declined a dishonour fee of \$15 will be charged to your account. Repeated dishonours of direct debit will result in contract termination.

Other Information

Service Restrictions

Clublinks Telecommunications is unable to facilitate the use of internet services from other telecommunications suppliers on our fibre optic network.

Data Usage

To assist you to manage your data usage, the last 24 hours, week to date, month to date and the previous months (up to six months) usage figures are available through the Clublinks Telecommunications Account Management portal.

To view your data usage, login to your account at portal.clublinks.net.au

To access your account for the first time, you will need to reset the password using the 'forgot password' link on the login page. The billing email address that you selected on the application form is the username and you can create any password. If you experience any difficulty please call our service team on 1300 880 809.

Acceptable usage

You agree to be responsible for all service charges and ensure your online activity is legal, authorised and does not disrupt the Clublinks network or any other users. You can review this and all other Clublinks terms and conditions <https://telecommunications.clublinks.com.au/support/forms/>

Telecommunications Industry Ombudsman (TIO)

If you utilised the 'Complaints Handling Process' to inform Clublinks about a complaint and after the appropriate response time, you feel that you have not had your service or complaint resolved satisfactorily you may escalate the matter to the Clublinks General Manager of Telecommunications via email at telco@clublinks.com.au or alternatively contact the TIO making reference to the ticket reference number for your complaint:

TIO Contact Details

Website: www.tio.com.au

Telephone: 1800 062 058

Mail: PO Box 276, Collins Street West VIC 8007

Fax: 1800 630 614

Please visit telecommunications.clublinks.com.au to view our Complaint Handling Process

Connection Timeframes

Once we have accepted your application, we will try to connect your home service on the date that you requested; however this may not always be possible.

New Build: If your home is a new build, we need to ensure that your builder has built the home to the technical specification required for fibre optic connection. Remedial work may need to be completed by your builder.

When the home is approved for connection, we will need to book the fibre connection contractor to connect the fibre optic network to your home. This approval process can take up to three weeks, so it helps if you involve us in the process a few weeks before your move in date.

Existing home already connected to the fibre optic network: Our aim is to install your service within two days of receipt of your completed application.

Customer Service Contact Details

For customer service, call technical support, or to lodge a complaint, please call 1300 880 809. This number is attended during the hours of **9:00am and 7:00pm Monday to Friday** except public holidays. A voice recording system is provided for messages outside these times. A technician will call within four hours on the next working day.

On weekends and public holidays our weekend support team can be contacted via the standard phone number 1300 880 809, selecting option 3. Please leave a message that includes a short description of the problem and your land line and mobile numbers. The message will be reviewed by the on-call technician. The technician will return your call to confirm that action is being taken in response to your service request or to advise if the issue will require any remediation including site attendance on the next business day.