

Critical Information Summary – Home Broadband Opticomm

Introduction

These Opticomm plans are delivered using the Opticomm infrastructure through fixed line technology to deliver home broadband. Our plans include an unlimited data allowance. All yless4u Opticomm plans are monthly plans with no lock-in contract.

Service tier	Data allowance	Monthly charge	Activation fee	Total minimum cost for one service
12/1	Unlimited	\$53.00	\$5.00	\$53.00
25/5	Unlimited	\$59.00	\$5.00	\$59.00
50/20	Unlimited	\$79.00	\$5.00	\$79.00
100/20	Unlimited	\$89.00	\$5.00	\$89.00
250/25	Unlimited	\$100.00	\$5.00	\$100.00
100/40	Unlimited	\$99.00	\$5.00	\$99.00
250/100	Unlimited	\$150.00	\$5.00	\$150.00
500/200	Unlimited	\$199.00	\$5.00	\$199.00
100/50	Unlimited	\$120.00	\$5.00	\$120.00
1000/400	Unlimited	\$345.00	\$5.00	\$345.00

The minimum term

1 month. You can upgrade your plan at any time.

Service plan and availability

yless4u's Opticomm is not available at all locations or to all premises. Further qualification checks will be required to determine the service available to you. Please contact our team to check your address. There may be technical reasons that affect our ability to provide a connection at your address. Until it's connected yless4u cannot guarantee that the service can be installed at your premises. Your available plan will depend on the Opticomm access type of your connection.

Acceptable use

yless4u's Acceptable Use policy applies to excessive and unreasonable use of this service. Further details on our Acceptable Use policy can be found at www.yless4u.com.au

Service speeds

Plan speeds are the maximum attainable and

we provide no guarantee that these speeds will be achieved consistently. Average typical evening speeds data is currently not available. Service speeds can vary due to factors such as the type of technology available with your service, network capacity as well as local factors such as the performance of your hardware such as your router, wireless network or any interferences (such as large appliances or concrete walls).

Activation fee

An activation fee of \$5 applies. New or returning customers are required to pay the first monthly charge and any applicable setup and hardware costs upfront. This fee excludes any applicable "Special Linkage Charges" required to connect your service.

New development fee

Opticomm may charge a fee for deploying network infrastructure to new premises or dwellings, the actual fee payable is determined on a case-by-case basis. This fee may be applied to each new premises

Made4u. powered by connection.

requiring an Opticomm connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. This charge of \$300 will be payable directly to Opticomm before you commence sign up with us or you can opt to pay it through us to pass on.

Connection charge

A charge of \$330 or \$550 may also be payable to Opticomm by you depending on if your premises has multi-access television equipment (MATV) required. Charged for inaugural installation and connection of an NTD to the premises, inaugural installation and connection of additional NTD to the same premises or replacement of an existing installed NTD with a multi-port NTD at the same premise. We will inform you upon sign up if this fee may apply.

Equipment fees

You will need a suitable Opticomm ready and approved modem to use this service. Your modem will need to be VoIP enabled if you want to make use of a voice service. There is no modem included with this plan; however, yless4u can provide you with an Opticomm approved modem if you'd prefer.

Early termination charges (ETC)

A notice period of 30 days is required in writing to cancel your plan.

Invoicing options

We accept credit card payments: Visa and Mastercard and non-automated payments (bank deposit, EFT, cheque, money order). Every failed payment incurs a charge of \$4.40 on your next bill. If you wish to avoid fees and charges, please select the BPAY option.

Discounts and promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this

plan.

Pro-rata billing

If you connect to your plan partway through a month then your monthly access fee, as well as any allowances, will be calculated based on the number of days remaining in that month.

Priority assistance

Priority assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephone services that utilise our service. If priority assistance is required, you should apply through a provider who can offer this service.

Failure to connect

If you have signed up for a yless4u service but then decide not to proceed with the order, then we may be required to pass on costs incurred while pursuing your order.

Customer complaints and information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at resolutions@yless4u.com.au or call 1300 159 250. If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au. This is a summary only - the full legal terms for services are available at www.yless4u.com.au

This CIS is a summary only. Please visit our website www.yless4u.com.au for full Terms and Conditions.