

CRITICAL INFORMATION SUMMARY

OptiComm



Description

MY NET's OptiComm broadband service uses OptiComm fibre Optic infrastructure to deliver broadband to your premises.

Pricing Information

Plan Speed Download/Upload	Typical Evening Download Speeds (7pm - 11pm)	Typical Evening Upload Speeds (7pm - 11pm)	Minimum Term (Months)	Monthly Charges (inc GST)	Example Total Minimum Cost (24 Month Contract – inc GST)
25/10	23Mbps	9Mbps	1	\$79	\$1,869
50/20	47Mbps	18Mbps	1	\$93	\$2,232
100/20	98Mbps	16Mbps	1	\$95	\$2,280
100/40	98Mbps	37Mbps	1	\$109	\$2,616
500/50	489Mbps	41Mbps	1	\$95	\$2,280
750/50	738Mbps	70Mbps	1	\$119	\$2,856
1000/100	875Mbps	88Mbps	1	\$129	\$3,096
2000/100	1876Mbps	88Mbps	1	\$200	\$4,800

Requirements and Availability

Opticomm fibre broadband service uses OptComm equipment to deliver fibre broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

Carrier-Grade NAT

All MyNet OptiComm TC4 plans by default are behind CG-NAT (Carrier-Grade NAT). This means that services that rely on a dedicated fixed public IP address may not work correctly.

If customers require a static public IP address, they can request one with justification via our support team. <https://www.mynet.au/contact>.

Static IP address for residential plans will incur an additional fee of \$5.50 including GST per month.

For more information on CG-NAT you visit <https://www.mynet.au/resources>

What do I need to access the service

You will need specific OptiComm equipment installed at your property, if you don't have this equipment installed already you will need to contact OptiComm on 1300 137 800 to have it installed before signing up with My Net.

You will also need a modem/router that is compatible with your Fibre to the Premise (FTTP) service (see "equipment fees" on next page).

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You display inappropriate or abusive behaviour towards our staff
- You breach our terms and conditions or our Fair Use Policy
 - Available at sign up as part of your Master Services Agreement or at <https://www.mynet.au/resources>

Usage

All MyNet Internet plans are unlimited. There are no excess usage charges.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your service order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Set-up fee

If there are any setup fees for your service, we will inform you upon signup and they will be detailed on your service order.

Equipment fees

You don't have to purchase an OptiComm-ready modem/router from MyNet. If you require an OptiComm-ready modem/router, please contact our team to discuss.

All Equipment fees will be detailed on your service order.

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 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 including GST will be payable directly to OptiComm before you commence signup with us or you can opt to pay it through us to pass on.

Connection fee

A charge of \$330 including GST may also be payable to OptiComm by you if your property is classed as OptiComm Class 1 - 3 or \$550 including GST if it is classed as Class 5. We will inform you upon signup if this fee may apply.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>