

Critical Information Summary – Residential Fibre to the Home & VDSL internet services

INFORMATION ABOUT THE SERVICE

Service Description

Signature Connect is a retail service provider, offering internet services to residents within Real World Networks enabled buildings via either Fibre to the Home (FTTH) or VDSL connectivity methods. The service provides speeds of up to 100 Megabits per second.

Equipment Required

FTTH services requires a compatible router where the WAN port can be configured for PPPoE authentication.

For VDSL services requires a compatible VDSL modem/router where it can be configured for PPPoE authentication.

Signature Connect can supply router/modems, pricing will be quoted at time of request.

Minimum Term

Services are available on 6, 12- or 24-month terms. Customers are required to provide 30 days' notice in writing to accounts@signatureconnect.com.au for cancellations, please note early termination fees apply for cancelling services before the end of term.

Early Termination

The maximum charge for early termination is \$300.00.

Data Allowance

Data allowances range from 100GB to 1000GB per month, unused data will be forfeited each month. If you exceed your monthly data allowance the speed of the service will be slowed to 512Kbps until the next billing cycle.

Notifications will be sent to nominated email address on sign up, once 50%, 85% and 100% of usage has been reached.

Service Availability

Service is only available in Real World Networks enabled buildings, for a list of availability please call 1300 859 118 for more information.

Download Speeds

Various speed options are available, speeds may be affected by things like WiFi and other equipment, electrical interference, external third parties ie website owners capping the

ability to download faster than they are capable, are beyond our boundary point.

Activation and Installation

There is a standard activation fee of \$99.00 (unless otherwise stated), does not include onsite installation by a field agent.

Installation is usually by self-installation, Signature Connect will provide instructions of where to plug in router to the optical network unit (ONU)

Authentication details for configuration of your own router/modem will be provided on order completion.

If purchasing a router/modem from Signature Connect the device will be pre-configured for installation.

In the event, that customers require onsite assistance, valet services are available starting at \$198.00 per hour (min 1 hour call out).

New Development Charge

Real World Networks may charge a one off \$330.00 New Development Charge, if the tenancy is the first connection in a newly developed area or first connection in an established area, where there has been an increase in the number of dwellings ie sub divisions of existing tenancies or if the property has been rebuilt with multi dwellings such as apartments. Signature Connect will pass this on to the applicant on top of the normal activation costs.

Billing

Bills are generated each month, and sent to the nominated email provided at sign up. Invoices are payable 7 days from invoice date via direct debit authority.

If you have elected to not pay by direct debit a monthly admin fee of \$5.50 will be applied and late fee of \$20.00 if not paid by the due date.

Exclusions

Signature Connect's responsibility and demarcation point is the buildings Main Distribution Frame (MDF) usually located in the basement. Signature Connect is not responsible for the in-building cabling between MDF and customer premise or for the Optical Network Unit within customer tenancies.

INFORMATION ABOUT PRICING

Included Data	Speed	Activation	Monthly Cost	Cost per GB	Terms	Agreement Value
250GB	12/1	\$99.00	\$75.00	\$0.30	6 months	\$549.00
500GB	25/5	\$99.00	\$90.00	\$0.18	6 months	\$639.00
500GB	50/20	\$99.00	\$100.00	\$0.20	6 months	\$699.00
1000GB	50/20	\$99.00	\$105.00	\$0.105	6 months	\$729.00
500GB	100/40	\$99.00	\$110.00	\$0.22	6 months	\$759.00
1000GB	100/40	\$99.00	\$119.00	\$0.119	6 months	\$813.00
250GB	12/1	\$79.00	\$69.00	\$0.276	12months	\$907.00
500GB	25/5	\$79.00	\$85.00	\$0.17	12months	\$1099.00
500GB	50/20	\$79.00	\$95.00	\$0.19	12months	\$1219.00
1000GB	50/20	\$79.00	\$100.00	\$0.10	12months	\$1279.00
500GB	100/40	\$79.00	\$105.00	\$0.21	12months	\$1339.00
1000GB	100/40	\$79.00	\$115.00	\$0.115	12months	\$1459.00
250GB	12/1	\$69.00	\$65.00	\$0.26	24months	\$1629.00
500GB	25/5	\$69.00	\$80.00	\$0.16	24months	\$1989.00
500GB	50/20	\$69.00	\$90.00	\$0.18	24months	\$2229.00
1000GB	50/20	\$69.00	\$95.00	\$0.095	24months	\$2349.00
500GB	100/40	\$69.00	\$100.00	\$0.20	24months	\$2469.00
1000GB	100/40	\$69.00	\$110.00	\$0.11	24months	\$2709.00

Routers are not included and are available for purchase, or BYO.

Once agreement terms have been completed, the service will automatically transfer to a month to month term, pricing will revert to the 6-month cost per month on the equivalent speed and data plan.

Cancellations require 30 days' notice in writing to accounts@signatureconnect.com.au early terminations fees will apply for services not completing term.

Plan upgrades or extensions please email sales@signatureconnect.com.au

OTHER INFORMATION

Customer Service

Email: sales@signatureconnect.com.au

Phone: 1300 859 118

Technical Support

Email: support@signatureconnect.com.au

Phone: 1300 859 118

Complaints Handling

If you have a dispute with Signature Connect and wish to make a complaint, please contact Customer service by Email: sales@signatureconnect.com.au

Further Options

If you are not satisfied with our handling of your complaint and you have escalated this within Signature Connect, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058.

Summary is valid as of July 2019