

### Cable Internet

#### Information about the service

##### Service Description

CityCable uses a combination of network infrastructure provided by Netbay and DGTek to provide a fibre to the premises (FTTB/P) internet connection to your home.

##### Service Plan Information

Plan	Cable 100	Cable 200	Cable 500	Cable 1000
Typical downloading speed	95mbps	195mbps	435mbps	800mbps
Typical uploading speed	35mbps	35mbps	43mbps	82mbps
Standard Monthly Fee	\$55	\$65	\$79	\$120
Minimum term applicable	No	No	No	No
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited

- No minimum contract term for all plans.
- New Development Charge of \$300.00 inc.GST will be applied to the new developed area.

##### New Site Connection Fee

A new development fee of \$300 inc.GST may be applied – depends on the service address. An extra charge will be applied for an additional connection requiring installation of additional equipment. We will inform you if either of these charges will apply to you and will include them on your bills.

##### Key Details

This is a cable internet service that is delivered to buildings via fibre network. To check your building availability, please visit <https://www.citycable.com.au/>.

### Other Information

#### Billings

City Cable Internet Plan service(s) are charged full month in advance (generally on the 1st of the month) and are non-refundable. We will only pro-rata the fee of the 2nd month to ensure your billing period is adjusted from your commencement date to the 1st of the month.

#### Payment Method

Direct Debit Authorisation

By completing the online sign-up process, you authorise payment via direct debit. The card details provided at the time of sign-up will be used for ongoing monthly direct debit payment. For bank account direct debit, please contact us to update your bank account details.

AMEX Payment

AMEX payment will incur 1% surcharge per transaction.

A dishonor fee of \$9.90 will be applied to each declined payment.

#### Hardware Devices

You must have a compatible router to access the internet service. Your BYO router should support PPPoE configuration. Please note that we cannot fully guarantee compatibility of the BYO router.

#### On-site Appointment

Technician of CityCable or the subsidiary company may or may not need to onsite for service activation.

We provide complimentary onsite service for initial service activation. Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

In the event that you request onsite service during the service term and the connectivity issue is found to be attributable to your actions, a fee of \$165.00 inc.GST per hour will be incurred.

A missed appointment fee of \$165.00 inc.GST will be applied if the service activation or service fault rectification does not proceed at scheduled appointment time, due to act of End-user.

### Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

### Relocation

If you wish to relocate the service, we may be able to provide the same service if the new location is serviceable and you may incur with some charges if necessary.

### Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 30 days before the next billing cycle. Otherwise, a full month charge will be applied, and it is not refundable.

### General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to [info@citycable.com.au](mailto:info@citycable.com.au) or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit <https://www.tio.com.au/complaints/what-expect>.