Critical Information Summary

Clear Fibre to the Home 500GB 100/40

Month-to-Month

Information About the Service

Description

The Clear Fibre to the Home (FttH) service is a residential grade broadband internet service delivered using optical fibre cable connected to your premises. The network is built and managed by one of several private operators.

Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a **ClearTalk** service, your broadband service will be discounted by *$5* a month.

Requirements, Availability and Limitations

The **Clear FttH** service is only available within an FttH serviceable area. (Check our website for coverage at your address.) Unless your premises is already connected, you will need to be connected to the FttH Network. Clear Networks charge a one-off activation fee for all FttH services, plus additional installation charges may be applicable from your network wholesale provider.

Peak speeds refer to the speed delivered to the fibre technology installed at the customer's premises. **They are not necessarily equivalent to the speeds you will achieve in practice.** Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your fibre connection) and the type/source of content being downloaded.

Equipment Needs

You will require a FttH router if you wish to use multiple devices at once on your FttH service. If you do not already own one, Clear Networks can sell you a suitable device at an additional cost. Many routers will not be capable of the speeds supported by our FttH service, you are therefore advised to choose a router from our list of hardware options.

Minimum Term

This **Clear FttH** plan option features a minimum 1 month agreement. (Also available with 12, 24 month minimum terms.)

Included Features

There are a range of value-added features included with **Clear FttH**, with further details on our website:

Anytime data	5 email addresses	Data Blocks	100MB of Webspace
Static IP address	Free spam-virus filter	Equipment discounts	Free Plan Change (1 per month)

Information About Pricing

Installation Fee

Installation is free on a 1 month agreement.

Monthly Charges

The Clear Fibre to the Home 500GB 100/40 Month-to-Month plan has a:

- Monthly Charge of $89.95
- Unit cost of $0.18 per 1GB of data (i.e. 0.00018¢ per 1MB)
- Peak Speed of 100mbps down/40mbps up
- Typical evening speed of 70mbps
- Monthly Data limit of 500GB

Total Minimum Price

On a month-to-month agreement the Total Minimum Price is $89.95, comprising 1 month at $89.95 per month.

Excess Usage

Both upload and download count towards your monthly included data. There are no excess usage charges, instead traffic beyond the included data quota will be slowed to *128kbps/128kbps*.

Notice of Cancellation

Clear requires thirty (30) days' notice of cancellation in writing, if you decide to close your account. Your service will be cancelled 30 days after we reply in writing to confirm your cancellation request.

Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Other Information

Usage Information

Customers can monitor their **Clear FttH** usage at myclear.clearnetworks.com.au.

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone	1300 855 215	1300 855 215
Email	sales@clearnetworks.com.au	support@clearnetworks.com.au
Hours	Weekdays 9:00am to 5:30pm AEST	Weekdays 9:00am to 9pm & Saturday 12:00pm to 9pm AEST

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.clear.com.au/legals/complaints.

Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.