

Critical Information Summary

This document does not include discounts or promotions which may apply from time to time.

Private Data Network

The Service:

Active Utilities Pty Ltd (Active) deliver our service over the available deployed Private infrastructure installed at your premises.

Active deliver your WWW service over the Activenet Pty Ltd (Activenet) internet brand. Activenet is the Telecommunication arm of Active however all your invoicing, support and general enquires will be managed through Active.

All services our bound by our fair use policy located at [HERE](#).

Bundling:

You do not require a telephone line for your Internet service to work.

Mandatory Components:

In order to receive our Private Network service, your premise needs to have a connection point to the larger sites Network.

Active will confirm this for you during the sign-up stage and able to assist with alternate solutions should a direct connection not yet be available in your area / dwelling.

If required, you will be provided with a preconfigured Wireless router with your service. All service and performance metrics are based on use of this device. Any BYO device must be approved for the technology used to connect your premises and you hold full responsibility to ensure it is operating effectively for the service Active provide to you.

Minimum Terms:

No Contract term, 12 Month Contract Term or 24 Month Contract Term.

Important Conditions:

Active's service is provided to you with one (1) Static IP address. Active are obligated to share this information with authorised Australian law authorities if legally requested, without your permission.

Speeds:

Actual speeds may vary due to many factors including type / source of content being downloaded, hardware software configuration and the number of wireless devices simultaneously connected at your premises.

Information About Pricing

All listed pricing is inclusive of GST unless otherwise stated. All prices are valid for services connected from 01st May 2023 and subject to change without notice.

Connection/Service Change Fees*:

SERVICE	No lock-in contract	12 month contract	24 Month contract	36 Month contract
Standard Service Connection Fee	\$90.00	\$50.00	Free	N/A
Symmetrical Service Connection Fee#	N/A	\$100.00	\$80.00	Free
Symmetrical Service Connection Fee%	N/A	N/A	\$350.00	\$150.00
Plan upgrade / Downgrade**	Free	Free	Free	Free

*Connection Fee includes service termination, modem and modem delivery.

Connection Fee for symmetrical service up to and or under 100/100Mbps speed tiers,

% Connection Fee for symmetrical services between 150/150 - 400/4000Mbps speed tiers, service requires feasibility prior to order acceptance,

**You can change your plan free once every 3 months. Additional changes charged at \$20 per request.

Disconnection/Early Termination Fees*:

Fees	Months				
Term	0 – 6	7 – 10	11 – 16	17 – 32**	34 – 35**
No Contract	\$40.00	\$0.00	\$0.00	\$0.00	\$0.00
12 Month	4 Month service charge	2 Month service charge	\$0.00	\$0.00	\$0.00
24 Month	15 Month service charge	10 Month service charge	6 Month service charge	2 Month service charge	\$0.00
36 Month	29 Month service charge	22 Month service charge	12 Month service charge	6 Month service charge	\$0.00

*Disconnection fee outside of minimum periods listed in table is \$0.

**All Symmetrical services have a \$50.00 additional charge to the value listed in the table.

Standard Plan Fees*:

Monthly Data Allowance	Speed Tier	Monthly Service Fee	Minimum Business hours speed	Min Cost – No Contract*	Min Cost – 12 Mth Contract*	Min Cost – 24 Mth Contract*
Unlimited	25/5	\$49.00	19/3	\$139.00	\$638.00	\$1,176.00
Unlimited	50/20	\$69.00	39/13	\$159.00	\$878.00	\$1,656.00
Unlimited	100/40	\$79.00	88/28	\$169.00	\$998.00	\$1,896.00

*Min Cost includes connection fee but DOES NOT include Disconnection / Early Termination Fees. Displayed value is before all promotions and discounts.

Symmetrical Plan Fees*:

Monthly Data Allowance	Speed Tier	Monthly Service Fee	Minimum Business hours speed	Min Cost – 12 Mth Contract*	Min Cost – 24 Mth Contract*	Min Cost – 36 Mth Contract*
Unlimited	20/20	\$80.00	15/15	\$1,060.00	\$2,020.00	\$2,980.00
Unlimited	50/50	\$119.00	40/40	\$1,528.00	\$2,956.00	\$4,384.00
Unlimited	100/100	\$209.00	90/90	\$2,608.00	\$5,116.00	\$7,624.00
Unlimited	150/150	\$250.00	130/130	N/A	\$6,100.00	\$9,100.00
Unlimited	200/200	\$310.00	185/185	N/A	\$7,540.00	\$11,260.00
Unlimited	400/400	\$408.00	380/380	N/A	\$9,892.00	\$14,788.00

*Min Cost includes connection fee but DOES NOT include Disconnection / Early Termination Fees. Displayed value is before all promotions and discounts.

Maximum monthly charge:

Maximum monthly charge is the cost of the selected plan plus the quoted Connection Fee (if within the first month). All services are billed one month in advance.

If the paper bill option is selected, you will incur a \$3.00 Inc. GST 'Save The Planet' fee for each invoice received.

Unit Pricing Information:

Unit pricing is to provide you with a per GB cost, as all services are based on unlimited usage there is no direct per GB charge.

Enquires, feedback and complaints:

Active are available to listen to your feedback and available to answer your questions. If you have any enquires or feedback you can send an e-mail to info@Activeutilities.com.au and one of our friendly staff will get back to you within two (2) business days.

From time to time you may have a complaint that needs our attention. It is important to contact us in the first instance to allow us to address your concerns. To raise a complaint you can contact our office on 1300 228 638 or via e-mail at complaints@Activeutilities.com.au.

Telecommunications Industry Ombudsman (TIO):

Active encourage you to always contact us first if you experience any problems or you are generally unhappy with your service. Active will do our best to solve your problem during our first contact.

Alternatively, you can always contact the TIO as follows;

Phone: 1800 062 058

Online: <http://www.tio.com.au/making-a-complaint>

General Service Terms and Conditions:

To find out more about our service conditions please read the Active General Terms and Conditions located [HERE](#).