

## Critical Information Summary

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

## Private Data Network + Voice Services

### The Service:

Active Utilities Pty Ltd (Active) deliver our data 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.

Voice services are delivered via the Cisco Webex platform delivered by our wholesale partner Spark and managed by 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.

You must have a data service to use our voice service.

### Information About Pricing

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

### Connection/Service Change Fees\*:

Service	Connection fee
Data - Standard Service	\$ -
Data - Symmetrical service#	\$ 80.00
Data - Symmetrical Service%	\$ 350.00
Voice service - Platform Setup^	\$ 150.00
Voice service - per user/line	\$ 75.00

\*Connection fee includes service termination and modem fees.

#Connection for symmetrical services up to and including 100/100.

%Connection for symmetrical service from and over 150/150.

^Once off fee charged per site/customer, this is not charged per line/user.

### Disconnection/Early Termination Fees:

Fees	Months	
Term	2 - 20	21 - 23
All Services*	(Remaining term - 3) x Monthly service fee	1 Month Fee

\*For voice services excludes hardware repayment costs. Early termination fee for hardware is calculated at the agreed monthly fee x number of months left in the initial contract as is in addition to the above mentioned fee.

### Mandatory Components:

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

Voice services only require an Internet service OR a smart mobile device with data connectivity.

If required for your data service, you will be provided with a preconfigured Wireless router. 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:

24 Month Contract Term.

### Important Conditions:

Active's data service is provided to you with one (1) Static IP address and 1 FNN (Full National Number). 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.

### Call Charges

All voice plans include unlimited Local, national and calls to Australian Mobiles. Operator assistance calls are charged a plat fee of \$0.33 per call and international call rates can be found [here](#).

### Voice Feature enhancements and hardware:

Additional features and hardware are available with your services. Pricing for these services are sub to change based on many contributing factors. All service enhancements and hardware will be quoted as separate items for approval.

## Plan Fees\*:

Service	Speed Tier	Monthly Service Fee	Minimum Business hours speed	Min contract cost (24Mths)
Standard Data Service^	25/5	\$ 49.00	21/3	\$ 1,256.00
	50/20	\$ 69.00	42/15	\$ 1,736.00
	100/40	\$ 79.00	88/35	\$ 1,976.00
Data - Symmetrical service^	20/20	\$ 80.00	17/17	\$ 2,270.00
	50/50	\$ 119.00	43/43	\$ 3,206.00
	100/100	\$ 209.00	88/88	\$ 5,366.00
	150/150	\$ 250.00	137/138	\$ 6,350.00
	200/200	\$ 310.00	185/188	\$ 7,790.00
	400/400	\$ 408.00	378/380	\$ 10,142.00
Voice - Webex Business Package 1#	N/A	\$ 35.00	N/A	\$ 1,065.00
Voice - Webex Business Package 2#,&	N/A	\$ 42.50	N/A	\$ 1,245.00
Voice - Webex Conference/fax service#	N/A	\$ 25.00	N/A	\$ 825.00
*Includes connection fee for listed service but does not include disconnection or hardware fees. ^ Listed pricing only available when bundled with 1 or more voice services. #Voice platform setup fee (\$120) is a once of fee per site regardless of number of services, cost Includes unlimited local, national and Australian mobile calls. &Includes messaging services and meeting room per licence.				

## 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.

## Data 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](mailto: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](mailto: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](#).