



Our Community Broadband Pty Ltd  
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## CRITICAL INFORMATION SUMMARY

### Description of the service - Broadband

Our Community Broadband offers a fast and reliable fixed wireless broadband service providing a high speed internet connection (wireless DSL). This connection is delivered over our wireless network infrastructure using an innovative technology that has no need of a phone line, or the use of fixed wired services. It is able to offer speeds as fast as, or faster than most ADSL2+ and nbn connections and with lower latency.

The service will be provisioned to deliver a Super Fast service, 25/5 (typical download/upload speeds). This is a theoretical speed which can vary over time. Your speed will be affected by various elements including the load on the network during peak periods, local conditions and your hardware and software. OCB endeavours to provide a service where the mean or average speed will meet or exceed your contracted plan. Due to factors beyond our control, this is not always possible. Mean or average speeds are measured via a dedicated LAN connection to an OCB provided network termination device. OCB takes no responsibility for the wireless connectivity within a building.

### Description of the service - VOIP

Our Community Broadband offers to customers who are subscribing to our phone service, a robust VOIP (Voice over internet protocol) phone system solution using the Broadsoft software platform.

Customers can subscribe to a 24 month plan and install an ATA device to enable your digital phone for our VoIP service. If you require a number to be ported there is a one of charge of \$29.50. Porting can take up to 8 weeks.

If you choose to cancel your service prior to the contract expiration date, there will be a cancellation charge of \$80.00.

<b>Residential VoIP – Small plan</b>	<b>\$11.00 / mth + call costs</b>
<b>or Residential VoIP Bundle (inc. local, national &amp; Mobile calls)</b>	<b>\$39.95 / mth + 1300 &amp; International calls</b>
<b>Provision of configured ATA (self install)</b>	<b>\$99.00</b>
<b>Technican visit for installation</b>	<b>\$99.00</b>
<b>(if your ATA can be installed at the same time as your broadband our technical will set it up FOC)</b>	

#### **Call costs per minute (calls are charged in 1 sec increments)**

Local and National calls: 13c    Calls to mobiles: 22c    Calls to 13 and 1300 numbers: 43c

### Availability

Our Community Broadband services are not available in all locations or at all premises. To check availability of the service at your location, please phone us or visit [www.ourcommunitybroadband.com](http://www.ourcommunitybroadband.com) and complete the registration form. We will then contact you to confirm if our service is available at your location.

## Requirements

To subscribe to a residential plan, the service must be to a residential address. We will need to install a pole on the roof to fix our antenna to. Our installation price includes a pole up to 3m in height. If additional height is required, extra costs are involved which are outlined below.

## Minimum term – Broadband Plans

This is a month to month contract requiring 30 days notice of cancellation. All outstanding installation fees must be paid prior to the cancellation date.

## Information about pricing

### Set up charges;

Please see below for installation or set up costs. If you wish to port your contract to a new property, we will offer you a discount of \$100 on a new installation. If you move into a property with an existing OCB installation there is a \$99.00 fee to port your contract and set up your service at the new address.

### Monthly Charges

Customers are billed monthly, in advance on the 1<sup>st</sup> of every month for their selected plan. Your installation fee will be due in the days following your installation, and that month's Broadband subscription costs will be pro-rated and added to the following month's invoice.

Plan Name	Download / Upload Mean Speed Mbps	Data included/mth	Price/MB	Price per month
Everyday	25/5	200 GB	\$0.0003	\$69.50
Ultimate Family Plan	25/5	Unlimited	N/A	\$89.50

### Other costs:

Service	Fee	Description
Installation fee Standard Single Storey or faceplate for multi-unit dwelling	\$399.00	A standard installation includes fixing the antenna to an existing pole or providing a pole up to 3m in height. We will then run a cable and power to a single point in the house which you can connect your computer to (usually where the phone line is situated). The installation includes a Router for distributing broadband wirelessly throughout your home.
Installation fee Standard Double Storey	\$499.00	
Excess data charge		If you go over your plan allowance you will be charged an extra \$40.00 for the month in which you exceeded your plan and will receive unlimited data for that month only.

Enhanced wireless distribution Pre-Installation	Powerline Pair \$139	If the signal from our wireless router does not extend to all areas of your home due to the size or construction of your home you may need to install a wifi repeater or extender. If you are unsatisfied with the wifi distribution in your home please ask the technician to conduct a wifi survey of you home and recommend a solution. The technician will have the following items available to install on the day. Prices include parts & labour at the point of installation.
Post installation	Repeater \$129	
	Additional \$99 call out fee	If you request a technical visit post installation there will be an additional \$99 charge.
Higher pole required	Various	3-6 m pole – Extra \$100.00 Note: It is the customers responsibility to check and gain permission for a tall mast if a permit is required.
Extra/ hidden cabling	Request Quote	Our technician will cable from the best spot on the roof to receive a signal, down the outside of the house, through the wall to a faceplate. They will endeavour to hide the cable where possible (using conduit or hiding behind a drain-pipe). Should you require more extensive or hidden cabling, please request a quote when you book your installation.
Technician Callout	\$99.00	If you are having problems with your service that we are unable to diagnose remotely and a technician is sent, please note that if the reason for the fault is due to customer error you will be charged a \$99.00 call out fee.

## Track your usage

We will send you an email to advise when you are approaching 50%, 85% and 100% of your monthly plan.

## Data Usage

Your data usage is calculated using your up loads and down loads. If you use more than your plan quota, you will be charged \$40.00 for that month only and receive unlimited data. You can view your data consumption by logging into our customer portal which can be accessed from our website or from <https://portal.ocb.cloud/portal/login>  
If you wish to increase your plan, please contact OCB customer services.

## Customer Support

If you require assistance with your service, please contact us on (07) 5322 5380 or email us at [support@ourcommunitybroadband.com.au](mailto:support@ourcommunitybroadband.com.au)

## Complaints resolution

If you are not satisfied with the outcome of your customer support request and wish to make a complaint, please email us at [info@ourcommunitybroadband.com.au](mailto:info@ourcommunitybroadband.com.au). For more information, please refer to our complaints handling policy online.  
If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or online at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

**Note:** This document is current as at 12<sup>th</sup> August 2019 and is subject to change without notice. All prices quoted include G.S.T and are in Australian Dollars. This document is a summary only. Full terms and conditions (SFOA) for this service are available at [www.ourcommunitybroadband.com.au](http://www.ourcommunitybroadband.com.au). ABN: 39 298 170 332