

# Tomi Unlimited Fibre Plans

## Critical Information Summary

### IMPORTANT INFORMATION ABOUT THE SERVICE

Tomi's Unlimited Internet plans deliver next-generation broadband internet connectivity over one of our partner networks' Fibre Optic Infrastructure to the Network Boundary Point at your premises. The network partner for this service will depend on your address.

The Unlimited Internet data plans are designed for residential customers and domestic users and should not be used primarily for public, business or commercial use. The Unlimited Internet data plan is invoiced on a monthly billing cycle

### INFORMATION ABOUT PRICING

Plan Name	Fibre Home	Fibre Standard	Fibre Fast
Min. Monthly Charge (inc. GST)	\$59.95	\$69.95	\$89.95
Data Allowance	Unlimited	Unlimited	Unlimited
Min. Contract Term	1 Month	1 Month	1 Month
Early Termination Fee	N/A	N/A	N/A
Typical Evening Download / Upload Speed	22/4 Mbps	48/17 Mbps	95/17 Mbps
Speed Tier Max Upload Speed	2-5 Mbps	10-20 Mbps	10-20 Mbps

**Bundling:** You don't have to bundle this service unless you wish to bundle another Fibre Service.

### Service Availability

The Fibre Internet Service is available in Apartment buildings and housing estates serviced by Opticomm, Redtrain or Vision Network. Availability is subject to a service qualification check which will be performed when you request to sign up. Availability is subject to a service qualification check which will be performed when you request to sign up. the number of end-users on the service contacting a Tomi Customer Service Representative on 1300 655 982.

### Minimum Contract Term

Tomi's Unlimited Fibre plans are subject to a 1 Month term. This is an agreement to supply the service to you at the address supplied by you in your application. If you relocate, Tomi may not be able to provide you with the same offer and you may incur relocation and/or cancellation charges.

### Installation

Standard installation is included. Tomi Broadband do not offer Non-standard installations or professional installations. If advised by our supplier that additional works such as trenching is required, you will need to arrange for and pay for any associated works directly via a third party. You must be over the age of 18 to have Tomi Broadband Fibre Internet installed. If you are the owner of the property you must provide consent for to install the Fibre Internet Service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

### OTHER INFORMATION

#### Full Terms

This information is a summary only. Visit <https://www.tomi.com.au/standard-form-of-agreement> for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

## Usage Information

Customers can obtain information on their broadband usage at <https://account.tomi.com.au> or by contacting customer support via 1300 655 982.

## Customer Service Contact Details

We are dedicated to excellence in servicing our customers. You can contact Tomi Customer Service for Support or Billing assistance via 1300 655 982. Dispute Resolution Process

please follow the escalation process outlined at: <https://www.tomi.com.au/pdf/Tomi-Complaints-HandlingProcess.pdf>.

## Telecommunications Industry Ombudsman

the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

## Payment Processing

If you pay by direct debit from a bank account or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit card.

## Email Billing

Save and support the environment by using our email billing. All bills will be emailed to you, or can be viewed here <https://account.tomi.com.au>.

## Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>.

## About Plan Speeds

The Fibre Internet speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the Fibre Network. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be slower. For more information, see about key fact sheet on busy speeds relevant to your plan.

Not all FTTN, FTTB or FTTC or FTTR access lines support all speed tiers. Tomi Broadband cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line will not support your chosen speed tier, we will inform you and offer move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Further information on the speed of your service is available here <https://tomi.com.au/pdf/tomi-fibre-facts-sheet.pdf>. Information current as of 1st June 2023 and is subject to change without notice.

All prices quoted include GST and are in Australian dollars (AUD)