

FREEDOM INTERNET

CRITICAL INFORMATION SUMMARY – AUSTRALIA PLANS

Description of the Service

This plan is for a Freedom Internet Service that is supplied using the Freedom Internet Network that includes a mixture of inbuilding copper, fibre and wireless radio networks to deliver Internet connectivity. For all internet plans offered, no bundling of telephony or other services is required.

Plan Details

	Minimum Charge (Inc.Gst)	Cost 1M Data	Lite 20Mbps*	Fast 50Mbps*	Pro 100Mbps*	Super 200Mbps*	Minimum Term	Maximum Early Termination Fee****	Total Minimum Cost
Unlimited - 12 Month Contract	\$54.00	N/A	\$54.00	\$64.00	\$79.00	\$99.00	12 Months	\$249.00	\$648.00
Unlimited - 6 Month Contract	\$59.00	N/A	\$59.00	\$69.00	\$84.00	\$104.00	6 Months	\$199.00	\$354.00
Unlimited - No Contract	\$69.00	N/A	\$69.00	\$79.00	\$94.00	\$114.00	1 Month	\$ -	\$167 (\$69 + \$98 Modem**)
100GB - No Contract	\$59.00	\$0.0006	N/A	N/A	N/A	N/A	1 Month	\$ -	\$157 (\$59 + \$98 Modem*)
60GB - No Contract	\$49.00	\$0.0007	N/A	N/A	N/A	N/A	1 Month	\$ -	\$147 (\$59 + \$98 Modem**)
Unlimited - Weekly	\$29.95	N/A	N/A	N/A	N/A	N/A	7 Days	\$ -	\$ 29.95
Unlimited - Daily	\$9.95	N/A	N/A	N/A	N/A	N/A	24 Hours	\$ -	\$ 9.95

*Speed Plans (Lite, Fast, Pro & Super) are available in selected buildings only.

**\$98 Modem fee not applicable to all buildings.

***100GB & 60GB plans are billed monthly or upon consumption of allotted data.

****Or remaining contract months x monthly charge, if lower

ADDITIONAL PRODUCTS & SERVICES (GST INCL)

Products	Description of Products	Price (Inc. GST)	Billing Frequency	Minimum Term	Contract	Termination Fee	Minimum Cost
Modem	Mikrotik Premium Router	\$98	One-off	N/A	No	\$0	\$98

You may need a compatible high performance pre-configured Wi-Fi router in order to use these plans

Minimum Contract Term

Freedom Internet plans are available on a 6 and 12 month contract or on a no lock-in contract basis. Casual, month to month plans are \$69 per month. If your Freedom Internet contract plan is cancelled before your minimum term has ended, you may need to pay an Early Termination Charge (ETC) of \$199 for a 6 month contract, \$249 for a 12 month contract or your monthly plan fee multiplied by the remaining months, whichever is lesser, before your subscription can be cancelled.

EQUIPMENT REQUIRED

Depending on your location and whether you wish to use our limited-data plans with any third-party device such as a gaming console or smart TV, you may require a pre-configured Wi-Fi router at your premises. All pre-configured routers are available for \$98. Freedom Internet will only support Freedom provided pre-configured routers. Please contact our Customer Service team on +61 7 3067 3676 to check whether you will require a router.

SERVICE AVAILABILITY

The service is only available for residents or guests in selected residential buildings and resorts. Not for resale. For residential and personal use only.

INTERNET SPEED

Freedom's service provides symmetrical speeds of up to 200Mbps (for more information see "Broadband Speeds" below).

DATA PLANS

- You can choose one of the following data plans (conditions apply):
 - Unlimited Monthly – 12 Month Contract
 - Unlimited Monthly - 6 Month Contract
 - Unlimited Monthly – No Contract
 - 100GB Monthly or upon consumption of Data (whichever comes first)
 - 60GB Monthly or upon consumption of Data (whichever comes first)
 - Unlimited – 7 days
 - Unlimited – 24 hours
- You may need a compatible high performance pre-configured Wi-Fi router in order to use these plans.

Freedom Internet Australia– This is a summary only. For further information, see our SFOA.

Summary valid as of 23/02/2022.

BROADBAND SPEEDS

Actual throughput speeds may vary due to a number of factors, including:

- Type of technology available at your address
- Network capacity
- Set up at your apartment (such as location of your modem and how the internet is used in your apartment)
- Whether your device is connected by Wi-Fi rather than Ethernet cable

ACTIVATION

At the time of activation one of the data points in your apartment will become Ethernet active. Standard activation enables the service to network Boundary Point (data point) at your premises.

USAGE INFORMATION

Customers can obtain information on their Broadband usage at <https://myaccount.freedominternet.org>.

BILLING

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill. Your credit/debit card will be charged every 30 days from the date of your plan activation or upon consumption of the data allotment for plans that have volume limits.

If you choose to pay your subscription by direct debit and a direct debit on the payment date is unsuccessful, we may reattempt the direct debit for up to 5 business days until the payment is successful.

EARLY TERMINATION CHARGE & OTHER CHARGES

If your Freedom contract plan is cancelled before your minimum term has ended, you may need to pay an Early Termination Charge (ETC). For a 12-month plan, Early Termination Charge is remaining contract months x monthly charge, capped at \$249. For a 6-month plan, Early Termination Charge is remaining contract months x monthly charge, capped at \$199

PAYMENT METHOD

Accepted payments by VISA or Mastercard. For details see our website.

LATE PAYMENT

If you do not pay your fees in full and on time, we may either: suspend or terminate the use of your service and/or charge you interest on such amount owing at the rate of 5% per annum with such interest applying from the date it was due until the date of actual payment.

HOW TO CHANGE/CANCEL YOUR PLAN

If you subscribe to one of our plans via our Internet Subscription Service, you will be billed for your selected plan every billing cycle and you are required to pay the Services with your preferred payment option until your Internet Subscription service is cancelled. In accordance with our Ts and Cs, you may update your billing details, change or cancel your plan by logging into your account at <https://myaccount.freedominternet.org>, if available, or by calling our Customer Services team at AUS: +61 7 3067 3676.

If you cancel your subscription part way through a billing period and you have any remaining data, you will be able to continue using the remaining data in that billing period until your data runs out or the billing period expires.

If you are subscribed to a contract plan and would like to cancel, you must call our Customer Service team on +61 7 3067 3676. If you would like to cancel before your minimum contract term has ended, you may need to pay an Early Termination Charge before your subscription can be cancelled.

No pro-rata credits or refunds are offered for cancelling accounts. Please bear this in mind if you need to cancel your service.

FOR MORE INFORMATION

To better understand broadband technologies and the factors that can influence the performance of your broadband services and receive guidance on the steps you can take to improve your experience when using broadband connections, trouble-shooting tips, and get answers to some frequently asked questions, please see our website [FAQs](#), [Blog](#) post or alternatively, you can visit, www.commsalliance.com.au/BEP.

CUSTOMER SERVICE

We are dedicated to excellence in servicing our customers. If you have any questions regarding your service, chat to us on our website, email us at support@freedominternet.org or call our Customer Service team on +61 7 3067 3676. They are available 24/7, 7 days a week.

COMPLAINTS HANDLING

If you wish to make a complaint, please call our Customer Service team on +61 7 3067 3676 or email support@freedominternet.org.

If you are still not satisfied with the steps taken by Freedom to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Freedom and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.