

Information about the service

Freedom Internet is an NBN Alternative Fibre Speed Internet Service Provider which uses FTTB (Fibre -to-the-basement) and Fibre speed wireless radio networks to deliver high-speed Internet connectivity to your building. For all internet plans offered, no bundling of telephony or other services is required.

Minimum contract term

Freedom Internet plans are available on a no lock-in contract basis. If your Freedom Internet contract plan is cancelled before your committed term has ended, there is no applicable Early Termination Charge (ETC). Your minimum contract term is 30 days.

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

- Unlimited 30 days – 12 Month
- Unlimited 30 days - 6 Month
- Unlimited 30 days
- 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

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 30-day charge. When signing up online your first periodic charge will be charged in advance. This upfront payment will be applied to your first 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.

Information about pricing (all prices GST inclusive)

AUS Internet Plans	Price (Inc. GST)	Cost 1M Data	Lite 20Mbps*	Fast 50Mbps*	Pro 100Mbps*	Super 200Mbps*	Minimum Term	Early Termination Fee (ETF)	Total Minimum Cost (inc. GST)
Unlimited - 12 Month	\$54.00	N/A	\$54.00	\$64.00	\$79.00	\$99.00	30 Days	\$0	\$54.00
Unlimited - 6 Month	\$59.00	N/A	\$59.00	\$69.00	\$84.00	\$104.00	30 Days	\$0	\$59.00
Unlimited - No Contract	\$69.00	N/A	\$69.00	\$79.00	\$94.00	\$114.00	30 Days	\$0	\$69.00
100GB	\$59.00	\$0.0006	N/A	N/A	N/A	N/A	30 Days	\$0	\$59.00
60GB	\$49.00	\$0.0007	N/A	N/A	N/A	N/A	30 Days	\$0	\$49.00
Unlimited - Weekly	\$29.95	N/A	N/A	N/A	N/A	N/A	7 Days	\$0	\$29.95
Unlimited - Daily	\$9.95	N/A	N/A	N/A	N/A	N/A	24 Hours	\$0	\$9.95

*Not all plans are available in all buildings.

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

***100GB & 60GB plans are billed every 30 days or upon consumption of allotted data.

Pricing continued – additional products & services (GST inclusive)

Products	Description of Products	Price (inc. GST)	Billing Frequency	Minimum Term	Contract	Termination Fee	Minimum Cost
Modem	MikroTik Premium Router	\$98.00	One-off	N/A	N/A	\$0.00	\$98.00

Early termination charge & other charges

If your Freedom contract plan is cancelled before your minimum term has ended, there is no applicable Early Termination Charge (ETC).

If we do increase our plan pricing, you will be given fair notice before this happens.

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.

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 [fags, Blog](https://fags.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 have a dispute with Freedom and 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.

This is a summary only. For further information, see our Standard Form of Agreement (SFOA)

Valid as of 1 August 2022.