

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 – All of our plans are no-lock in

All Freedom Internet plans are on a no lock-in 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 24 hours up to 30 days depending on plan chosen.

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 \$0 on new connections. 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 – 24 hours - Once off
- Unlimited – 7 days - Once off
- Unlimited – 30 days - Recurring
- 100 GB – 30 days – Once off

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.

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

Valid as of 23 September 2022.

Information about pricing (all prices GST inclusive)

Plans	Price	Billing Frequency	Data Allowance	Speed			Minimum Term	Install costs	Modem cost
				25 - 30 Mbps ¹	50 Mbps ²	100 Mbps ²			
Unlimited - 24 Hours	\$10	Once-off	Unlimited	\$10	N/A	N/A	24 hours	\$0	\$0
Unlimited - 7 Days	\$30	Once-off	Unlimited	\$30	N/A	N/A	7 days	\$0	\$0
Unlimited - 30 Days	From \$59	30 Day recurring	Unlimited	\$59	\$69	\$84	30 days	\$0	\$0

Plans - other	Price	Billing Frequency	Data Allowance	Speed	Minimum Term	Install costs	Modem cost
100 GB	\$49.95	Once-off	100 GB	30 Mbps	30 Days	\$0	\$0

¹ Where no additional speed options are available in building, this plan will default to 30Mbps

² Available in selected buildings only.

100GB plan are billed once off & will cease connectivity at end of 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

Modem \$98 charge only applies if a modem is specifically purchased stand alone.

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.

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.

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