



CRITICAL INFORMATION SUMMARY

Information about the service

Flip's Opticomm Home Plans are designed to provide residential Broadband and Home phone VoIP services over the Opticomm Network in Australia. Flip Services are Subject to Fair Use Policy as stated the Flip Standard Terms and Conditions

Inclusions and Exclusions: This is a residential only Service that includes Unlimited Data and NORD VPN Subscription. It does not include priority assistance or Static IP's. Static IP's can be rented from Flip pending availability

Availability: Flip's Opticomm service will only operate in Opticomm enabled areas and is conditional on our supplier having network coverage. All plans are available only on direct debit through a nominated Credit Card or Bank Account and are subject to credit assessment.

Equipment: You will need a compatible WAN/VDSL/VoIP Modem router and an Analogue

handset for the VoIP phone (plugged into your Modem/Router). Modems can be purchased from Flip. Flip's Opticomm services will work in most situations and support a wide range of devices however, particularly with older equipment based on analogue technology i.e. Medical or back to base alarms, Faxes Machine, etc, are instances of non - compatibility. Please refer to your manufacturer instructions for any compatibility issues or contact Flip for more information.

Minimum Term

Flip's Opticomm plans have no minimum commitment. These are month to month and are non refundable.

Information about pricing

Plans	Speed Tier	Typical Evening Speed	Data included	*Promotional Monthly Charge	Standard Monthly charge
Family	50/20	50/17 Mbps	Unlimited	\$69.00	\$84.90
Turbo Boost	100/20	100/17 Mbps	Unlimited	\$79.00	\$94.90
Fast Speed**	500/50	500/42 Mbps	Unlimited	\$84.00	\$94.90
Ultra Speed**	1000/50	850/42 Mbps	Unlimited	\$99.00	\$114.90

Typical Evening Speed: (7pm-11pm local time). For More information refer to the OPTICOMM Facts Sheet.

*Promotional Pricing: This applies to new customers connecting for the first time only. Customers and or householders previously connected with Flip at any address are not eligible for promotional pricing. Plans come with a promotional monthly price discount per month for the first 6 (six) months of connection only; after which, the price goes back to the standard price as shown in the table above and it is not in conjunction with any other offer.

**Fast & Ultra Speed plans are only available on OPTICOMM Fibre to the Premises Technologies.

Optional Phone Packs			
Phone Plan	Basic	Standard	Bonus
Monthly Charge	\$3.30	\$9.95	\$19.95
Local Calls	20c	Included	Included
National Calls	20c p/m	Included	Included
Mobile Calls within Australia	33c p/m	33c p/m	Included
13/1300 numbers: 40 cents per call. Flagfall fee of 39 cents applies for all timed calls except included calls. International Call rates can be viewed at https://www.flipconnect.com.au/storage/pdf/nbn/FlipInternational_rates_on_nbn.pdf			



Other Costs	Cost	Description
New Development Fee	\$300.00	Charged Upfront on the Nominated Credit Card (If Applicable)
Modem (inc delivery)	\$219.00	Charged Upfront on the Nominated Credit Card (If ordered)
Late Payment Fee	\$10.00	If payment is not received by the due date
Paper Bill Processing Fee	\$3.96	Charged monthly on the Nominated Credit Card (If requested)
Eero Secure	\$1.98	Per month Subscription after 12 months
NORD VPN Subscription	\$15.00	Per month If the Opticomm service is cancelled.

Other Information

The Order: Once we have begun setting up your Opticomm service, the order cannot be withdrawn without charge.

Activation Date: Flip will rely on the Opticomm in relation to service activation date and billing charges, irrespective of whether the service is online. It remains the customers' responsibility to connect the service.

Termination Notice: You may request to cancel the Opticomm service by providing a minimum 30 day notice. All plans are non refundable.

14 DAY SATISFACTION GUARANTEE: Our 14 Day Satisfaction Guarantee allows you to cancel within the first 14 days of connecting your Opticomm™ services and not be charged your monthly Opticomm™ plan fee. Please note: We will not refund New Development fee and the cost of any modem that you have purchased from us. Modems are yours to keep, are unlocked and can be used with an alternative provider or technology type.

Billing and Payment Information: Your billing starts on the day your Opticomm service is activated. Your first bill includes a partial charge for the rest of the activation month, plus the full charge for the following month. After that, you'll be billed one month in advance for your plan each month, while any phone calls you make are charged in the following month's bill (for example, calls made in May will appear on your June bill). Payments are made automatically by direct debit from your nominated credit card. Local, national, mobile and international calls may incur additional charges unless they are included in your chosen phone plan. The Standard Phone Pack includes local and national calls, while the Bonus Phone Pack includes local, national and mobile calls.

New Development Fee If your property is in a new Opticomm development without existing network equipment, a one-off \$300 New Development Fee may apply. If Opticomm needs to install network equipment at your property, an installation fee of \$330 or \$550 may also be charged, and you will be advised if this applies when you sign up. A \$97 fee may be charged for missed installation appointments, and additional costs may apply for non-standard installations. If you are renting the

property, you must obtain the property owner's permission before the service and any required equipment are installed. These charges are non-refundable and non-creditable under any circumstances.

Customer Service Guarantee: By signing up for Flip's Opticomm Bundle/Phone service, you agree to waive the Customer Service Guarantee (CSG), meaning standard CSG protections and compensation for phone service issues do not apply. The phone service: Will not work during a power outage, including the inability to make or receive calls, even to 000 emergency services. Does not support Priority Assistance services (such as medical alert systems). Requires you to arrange your own battery backup if you rely on the phone service for alarms or emergency communication, as Flip does not provide one. More information about the CSG is available from ACMA or by contacting Flip.

Call and Data Usage Information:

To obtain data and/or call usage or prior invoices contact Flip customer service on 1300354788 during business hours or email

enquiries@flipconnect.com.au

Flip Contact Details

1300354788

Email Enquires: enquiries@flipconnect.com.au

Postal address: Flip TV Pty Ltd, Locked Bag 9002, Maroubra NSW 2035.

Complaint handling

In order to access our internal dispute resolution process. Please contact us at:

enquiries@flipconnect.com.au Alternatively you can view our complaint handling process [HERE](#)

TIO: If you're not satisfied with Flip's complaint resolution process after raising your concerns with a Senior Manager, you can contact the Telecommunications Industry Ombudsman (**TIO**) for independent assistance or mediation by calling 1800062058 or writing to PO Box 276, Collins Street West, VIC 8007.

Terms & Conditions: <https://flipconnect.com.au/>