

Critical Information Summary

1st June 2016

When you're signing up to something new, it's important to know what's what. Here's a summary of all the essential information about your plan.

There is a limit of one Ignite Broadband service per household.

Information about the service

We offer Internet plans wherever possible. To sign up for an Ignite Broadband service, you'll need to reside in an apartment building that is connected to the Ignite Broadband network.

What is my data allowance?

There are a range of plans available with different data allowances to suit your consumption. Refer to page 2 and 3 of this document for available data allowances.

Once you have reached your monthly data allowance, your service will be slowed to 256kbps speed.

How long do I have to sign up for?

Ignite Broadband offer no contract, 6 month contract, 12 month contract term and 18 month contract terms.

Can I change speed/plan?

You may upgrade your speed/plan at anytime. During a contract period we do not allow speeds or plans to be downgraded.

Information about pricing

How much will I pay upfront?

\$199 on a 0 month contract term, \$129 on 6 month contract term and \$49 on a 12 month contract. We offer \$0 upfront fees on our 18 month contract term. We supply you with a WiFi modem at no cost or charge which remains the property of Ignite Broadband.

How much will I pay?

No Contract

The minimum cost for your service is:

Service	Monthly Charge	Connection Fee	Data Allowance	Minimum Cost
25/5Mbps	\$39	\$199	50GB	\$238.00
25/5Mbps	\$59	\$199	200GB	\$258.00
25/5Mbps	\$69	\$199	500GB	\$268.00
25/5Mbps	\$79	\$199	1000GB	\$278.00
100/40Mbps	\$54	\$199	50GB	\$253.00
100/40Mbps	\$74	\$199	200GB	\$273.00
100/40Mbps	\$84	\$199	500GB	\$283.00
100/40Mbps	\$94	\$199	1000GB	\$293.00

6 Month Contract

The minimum cost for your service is:

Service	Monthly Charge	Connection Fee	Data Allowance	Minimum Cost
25/5Mbps	\$39	\$129	50GB	\$363.00
25/5Mbps	\$59	\$129	200GB	\$483.00
25/5Mbps	\$69	\$129	500GB	\$543.00
25/5Mbps	\$79	\$129	1000GB	\$603.00
100/40Mbps	\$54	\$129	50GB	\$453.00
100/40Mbps	\$74	\$129	200GB	\$573.00
100/40Mbps	\$84	\$129	500GB	\$633.00
100/40Mbps	\$94	\$129	1000GB	\$693.00

12 Month Contract

The minimum cost for your service is:

Service	Monthly Charge	Connection Fee	Data Allowance	Minimum Cost
25/5Mbps	\$39	\$49	50GB	\$517.00
25/5Mbps	\$59	\$49	200GB	\$757.00
25/5Mbps	\$69	\$49	500GB	\$877.00
25/5Mbps	\$79	\$49	1000GB	\$997.00
100/40Mbps	\$54	\$49	50GB	\$697.00
100/40Mbps	\$74	\$49	200GB	\$937.00
100/40Mbps	\$84	\$49	500GB	\$1,057.00
100/40Mbps	\$94	\$49	1000GB	\$1,177.00

18 Month Contract

The minimum cost for your service is:

Service	Monthly Charge	Connection Fee	Data Allowance	Minimum Cost
25/5Mbps	\$39	\$0	50GB	\$702.00
25/5Mbps	\$59	\$0	200GB	\$1,062.00
25/5Mbps	\$69	\$0	500GB	\$1,242.00
25/5Mbps	\$79	\$0	1000GB	\$1,422.00
100/40Mbps	\$54	\$0	50GB	\$972.00
100/40Mbps	\$74	\$0	200GB	\$1,332.00
100/40Mbps	\$84	\$0	500GB	\$1,512.00
100/40Mbps	\$94	\$0	1000GB	\$1,692.00

How will I be billed?

You'll be billed on the anniversary date of when you signed up to Ignite Broadband. You'll need to pay your bill using direct debit from your credit card.

What happens if I cancel my Ignite Broadband service?

If you cancel your service, we won't refund any fees that you've already paid to us.

If you're on a no contract term plan and you cancel it after activation but before your first monthly bill you'll be charged one month's plan charge.

If you're on a 12 month or 6 month contract plan and you cancel after activation but before the 12 month term has ended, you'll be charged a Cancellation Fee equal in value to the remaining months of your contracted plan. Any Cancellation Fee incurred will be deducted from your credit card on the date you cancel your service or shortly thereafter.

How fast is my broadband service?

Our plans provide download speeds of up to 100Mbps and upload speeds of up to 40Mbps in your apartment. Actual speeds may be slower and will vary due to a number of factors such as your distance from an exchange, the network connecting the exchange, your equipment and software and internet traffic. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

How do I keep track of my usage?

You can keep track of your usage online by logging in to your account on our website at www.ignitebroadband.com.au. We'll also send you alerts when you are approaching your monthly data usage limit.

What should I do if I need help?

If you've got questions about your plan or service, visit www.ignitebroadband.com.au/contact-us.

What should I do if I have a complaint?

At www.ignitenet.com.au/policies you'll find details about who to contact if you have a complaint.

If we can't resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information for the TIO, visit tio.com.au/about-us/contact-us.

