

Critical Information Summary

– Residential Fibre Service



The service

Splice Internet's Residential Fibre Service provides a fibre broadband connection to your premises via Rural Fibre Co's fibre to the premises network. This is designed for residential customers, and should not be used primarily for public, business or commercial use. Your premises must be within the geographic footprint of Rural Fibre Co's fibre network to receive the service. You can check if the service is available to you via our website www.splice.au or by contacting us on 1800 SPLICE (1800 775 423).

Pricing

The Residential Fibre Service is invoiced monthly and has an unlimited data allowance. The five available plans and their prices are:

Speed plan	50/20	100/20	500/500	1000/1000	2500/2500
Minimum and maximum monthly charge (including GST)	\$79	\$89	\$99	\$119	\$179

How to pay

You can pay your bill via direct debit, or by entering your credit card details. If you pay by direct debit from a bank account or credit card, there are no processing fees. A processing fee applies to non-direct debit payments made by credit card.

Minimum contract term

The service is provided on a month-to-month basis, so the minimum contract term of Splice Internet's Fibre Service is one month. If you ended your contact early, the maximum charge that you would pay is one month of your chosen speed plan (for example, \$89 if you are on the 100/20 plan)

Installation

New Development Fees: If your premises is in a new development that is not already connected to Rural Fibre Co's network, Rural Fibre Co may charge \$399 to connect your premises to its network. If applicable, we will bill that charge to you.

Standard installation is included in the first month's charge at no additional cost. Non-standard installations may incur additional costs. For more details on non-standard installation costs refer to Splice Internet's Standard Form of Agreement at www.splice.au/legal/sfoa

Guidance about broadband technologies is available in the Communications Alliance Broadband Education Package at <https://www.commsalliance.com.au/BEP>.

Equipment required

To use this service, you need a router that is compatible with Rural Fibre Co's network, which will be provided for free by Rural Fibre Co at the time of the initial installation of the Rural Fibre Co fibre cable to your premises.

Splice Internet also offer one WiFi extender, which will allow connection to any in-range wireless device at your premises:

WiFi router	Price	Technical information available at
Nokia Beacon 3.1	\$80	https://www.nokia.com/fixed-networks/home-wi-fi/wifi-beacon-3-1/

Full terms

This Critical Information Summary is a summary only. Visit www.splice.au/legal/sfoa for our Standard Form of Agreement, which sets out the full terms and conditions on which we provide our products and services.

Usage information

Data usage is unlimited, subject to the Splice Internet Acceptable Use Policy (AUP). Customers are reminded that all use of our services must comply with this policy, which outlines fair and responsible use of the network and prohibits activities that may impact service quality or network integrity.

To obtain information about your data usage, please contact our support team by emailing support@splice.au or calling 1800 775 423 during business hours.

Customer support contact details

You can contact Splice Internet for customer support or to make a complaint at 1800 775 423 or complaintresolution@splice.au.

Dispute resolution process

If you are not happy with the outcome of your customer service request and wish to take the matter further, please let us know, and we will follow the process outlined in our Complaints Handling Policy. A copy of this available at www.splice.au/legal/complaints-handling-process, or on request.

Telecommunications Industry Ombudsman

If you are not happy with our efforts to resolve your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) for independent dispute resolution. The TIO can be contacted by calling 1800 062 058 or visiting the TIO's website at <https://www.tio.com.au/complaints>.