

Critical Information Summary

Cable Internet

Information about the service

Service Description

CityCable uses a combination of network infrastructure provided by Netbay and DGTek to provide a fibre to the premises (FTTB/P) internet connection to your home.

Service Plan

Plan	Cable 100/40	Cable 200/40	Cable 1000/50*
Monthly Fee	\$55.00	\$65.00	\$148.00
Min. Cost - No contract	\$0	\$0	\$0
Min. Cost - 12-mth contract	\$660.00	\$780.00	\$1,776.00
Modem - optional	\$99.00	\$120.00	\$120.00
Data Allowance	Unlimited	Unlimited	Unlimited

- Cable 1000 subjected to service qualification.
- Static IP is subject to availability with additional \$10 per month.
- New Development Charge of \$300.00 inc.GST will be applied to the new developed area.

Minimum Contract Term

Depending on the plan you signed, either no term or 12-month term.

Early Termination Fee

For 12-month contract plan, if you terminate the service within the contract term, an early termination fee will be applied to you. The amount of the early termination fee will be the total monthly fee of the remaining contract term.

On-site Appointment

Technician of CityCable or the subsidiary company may or may not need to onsite to your apartment for service activation.

We provide complimentary onsite service for initial service activation. Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

If you request onsite service during the service term and the connectivity issue is found to be attributable to your actions, a fee of \$165.00 inc.GST per hour will be incurred.

A missed appointment fee of \$165.00 inc.GST will be applied if the service activation or service fault rectification does not proceed at the scheduled appointment time, due to act of End-user.

Other Information

Key Details

This is a cable internet service that is delivered to buildings via fibre network. To check your building availability, please visit <https://www.citycable.com.au/>

Billings

City Cable Cable Internet Plan service(s) are charged full month in advance (generally on the 1st of the month) and are non-refundable. We will only pro-rata the fee of the 2nd month to ensure your billing period is adjusted from your commencement date to the 1st of the month.

Payment Method

You can choose to pay for your service by direct debit from your bank account, nominated credit card or AMEX (1% surcharge will be applied on each AMEX transaction). Declined payment will be applied with a dishonour fee of \$9.90 inc.GST.

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Hardware Devices

Your router must require an Ethernet WAN/Internet Port (not DSL Port) and it must support PPPoE/Dynamic/DHCP/Automatic IP connection.
We can only provide limited support to BYO router.

Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

Relocation

If you wish to relocate the service, kindly contact our customer service to check service availability for the new location. New Development Charge may incur depending on address.

Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 7 days before the next billing cycle. Otherwise, a full month charge will be applied and it is not refundable.

General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to info@citycable.com.au or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit

<https://www.tio.com.au/complaints/what-expect>

