

Critical Information Summary

Cable Internet

Information about the service

Service Description

CityCable built our own network to provide FTTB service, a better alternative to NBN to over 500 high-rise buildings and apartments in Australia.

Service Plan Information

Plan	Cable 100	Cable 200
Monthly Fee	\$55.00	\$65.00
Min Cost – no contract term	\$0	\$0
Min Cost – 12-month contract	\$660	\$780
Modem fee - optional	\$99	\$120
Data Allowance	Unlimited	Unlimited

- These plans do not include a voice (VOIP) service.
- Static IP is available for an additional \$10.00 (incl. GST) per month, subject to availability.
- A change of plan fee of \$20.00 (incl. GST) applies for upgrading or downgrading a service plan.
- A new development charge of \$300.00 (incl. GST) may apply to newly developed areas.

Minimum Contract Term

The contract term depends on the selected plan and may be either a no-term or a 12-month term.

Early Termination Fee

For 12-month contract plans, an early termination fee applies if the service is cancelled before the contract term ends. The fee will be equal to the total monthly charges for the remaining contract period.

On-site Appointment

A CityCable technician or a subsidiary company technician may or may not need to visit your apartment for service activation.

We provide a complimentary on-site visit for the initial service activation. However, any additional on-site visits required due to issues on your end may incur additional charges.

If you request an on-site service during the service term and the connectivity issue is determined to be caused by your actions, an incorrect call-out fee of \$165.00 (incl. GST) per hour will apply.

A missed appointment fee of \$165.00 (incl. GST) will be charged if the service activation or fault rectification cannot proceed at the scheduled time due to the end-user's actions.

Other Information

Key Details

This is a Cable Internet service delivered by CityCable's network to buildings. To check your building's availability, please visit: <https://www.citycable.com.au/>

Billings

CityCable Cable Internet Plan service(s) are charged in full and one month in advance (generally on the first of each month) and are non-refundable. To align your billing cycle, the second month's fee will be pro-rated based on your commencement date, ensuring your billing period adjusts to the first of the month.

Payment Method

You can pay for your service via direct debit from your bank account, nominated credit card or AMEX. A 1% surcharge applies to all AMEX transactions. If a payment is declined, a dishonour fee of \$9.90 (incl. GST) will be charged. If the declined payment is not settled within 5 business days, the service will be suspended without further notice.

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Hardware Devices

Your router must have an Ethernet WAN/ Internet Port (not a DSL Port) and support PPPoE, Dynamic/DHCP or Automatic IP connections.

We can only provide limited support to BYO (Bring Your Own) routers.

Changes to Your Plan

We may update your plan from time to time, including changes to pricing and inclusions. Written notice will be provided via email for any modifications that have a neutral or beneficial impact on you. For significant changes affecting your service, we will notify you at least 30 days in advance via email.

Relocation

If you wish to relocate your service, please contact our customer service team to check availability at your new address. A relocation fee may apply.

Termination of Service

To terminate your service, you must provide written notice including your customer ID, name, contact number, service address, termination date and reason for termination at least 14 days before the next billing cycle.

Failure to provide timely notice will result in a full-month charge, which is non-refundable.

General Enquiry and Complaint

We are committed to delivering excellent customer service. If you have any inquiries, feedback or complaints, please contact us via email at info@citycable.com.au or call us at 1300 850 718 during our business hours, Monday to Friday, 9:00 AM - 6:00 PM.

Telecommunications Industry Ombudsman (TIO)

We strive to solve your concerns at first contact. However, if you are unsatisfied with how your complaint has been handled, you may contact the TIO by calling 1800 062 058 or visiting <https://www.tio.com.au/complaints/what-expect>