

CRITICAL INFORMATION SUMMARY

LBNCo Fibre | July 2018



INFORMATION ABOUT THIS SERVICE

Service Description

The Harbour ISP LBNCo Fibre Plans are an LBNCo Fibre service with Peak Information Rates of between 12/1 Mbps to 100/40 Mbps depending on the plan chosen (see table below). These plans have a range of data allowance from 250 GB to Unlimited GB depending on the plan chosen (see table below). Fibre may be delivered via Fibre to the Riser, VDSL, VDSL2 or Fibre to the Home.

Minimum Contract Term

The minimum term is 30 days.

Bundling

The offer does not depend on bundling with other services.

Mandatory Component of the Service / Set Up

A router is required to access the Internet. Harbour ISP provides a router free of charge on 24-month contracts (otherwise charged at \$79). The customer may provide their own router.

Inclusions, Exclusions and any Important Conditions, Limitations, Restrictions or Qualifications

LBNCo provides Fibre equipment such as a network termination device and/or optical equipment for Fibre to the Premises and HFC premises only. There is no Fibre equipment required for a VDSL or Fibre to the Basement premises. If Fibre equipment is required at your premises and is provided by LBNCo, ownership of the Fibre equipment remains with LBNCo. The equipment will be serviced and maintained by LBNCo.

Data Usage is counted in both directions, so if you download 10GB and upload 10GB, total data used is 20GB. Data usage is available at any time of the day or night. Once the specific amount of data for your chosen plan has been used, the connection will be speed limited to 256KBPS in both directions. Any unused monthly allowance expires at the end of your billing cycle.

Service speeds are measured as the Peak Information Rate for your Network Termination Device (NTD). Your maximum throughput will be lower than this rate and can be affected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the internet service you are accessing, the network between Harbour ISP and the server you are accessing, the network between Harbour ISP and your service, and local factors such as the performance of your computer equipment including your network router and wireless network. If you are not sure whether your equipment can keep up, please consider a router from our list of recommended hardware.

Many home routers and Wi-Fi networks will bottleneck your connection to the internet, especially with our faster LBNCo Plans.

You may upgrade this plan by requesting a plan change before the end of the billing period. Billing period from 1st of the month to the end of the month. New plan to begin at the commencement of the next month. The plan can be changed to any compatible LBNCo Fibre plan with no additional costs for plan changes.

All Harbour ISP plans are subject to the Harbour ISP Acceptable Use Policy which can be seen on our website <http://www.harbourisp.com.au/harbour-isp/help-support-policies/>.

If you wish to share the service between multiple computers, you will require a network router. A router can be purchased separately or through Harbour ISP. A full hardware list can be seen on our website <https://www.harbourisp.com.au/hardware/>.

INFORMATION ABOUT PRICING

Minimum and Maximum Monthly Charges

Speed/Downloads	250GB (Cost/GB)	Unlimited	500GB (Cost/GB)	1000GB (Cost/GB)
12/1 Mbps	\$49 (\$0.20)	\$59	N/A	N/A
25/5 Mbps	\$59 (\$0.24)	\$69	N/A	N/A
50/20 Mbps	N/A	\$79	\$69 (.14¢)	N/A
100/40 Mbps	N/A	\$99	\$89 (.18¢)	N/A

Once your initial contract term has expired, your monthly charge will continue to be charged on a month by month basis until you have either changed to a new Harbour ISP plan or until you decide to cancel your service.

Early Termination Charge (ETC)

There is no early termination charge (ETC) if you chose a No Contract option. If you are contracted to Harbour ISP on a 12 or 24-month contract and you cancel your service, you will be charged an ETC of up to \$350 or you will have to pay out the remainder of your contract, whichever is the lesser amount. The customer may request disconnection of the service at any time in writing, however, Harbour ISP require

30 days written notice to process the termination of the contract. A pro-rata invoice will be raised to cover any days in the 30-day period which falls after the end of the current billing period.

Invoicing Options

- Credit Card payments incur credit card fees: Visa and Mastercard 1% American Express 1.75% Diners 2.75%.
- Non-automated payments (bank deposit, EFT, cheque, money order) incur a \$2.50 account keeping fee.
- If you wish to avoid credit card or account keeping fees, charges, please select the Direct Debit option.
- A \$2.50 paper invoice fee will be charged each time you request a paper bill. To request a paper bill email accounts@harbourisp.com.au.

OTHER INFORMATION

Manage Your Services Online

You will have access to a secure Member's Portal where you will be able to view your daily data and call usage for your Harbour ISP service. You will also be able to track all your Harbour ISP invoices, make changes to your existing service and buy new services from this portal. Harbour ISP Member Login Page: <https://members.harbourisp.com.au/login>

Data and Phone Usage Information

Data and Phone Usage information can be obtained via the members login portal <http://members.harbourisp.com.au/>. Learn how to manage your usage [here](#).

Pro-rata Billing

If you connect to this plan partway through a month then your monthly access fee and any allowances will be calculated based on the number of days remaining in that month, it's called pro-rata billing.

Harbour ISP Customer Contacts and Support

General Enquiries

operations@harbourisp.com.au

Contact Numbers

Tel: 1300 366 169
Fax: 1300 766 909

Postal Address

Harbour ISP Pty Ltd, Po Box 572,
MUDGEES NSW 2850

Sales

sales@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Accounts

accounts@harbourisp.com.au
8.30am-5.30pm Monday to Friday

Technical Support

support@harbourisp.com.au
8:30am to 10:00pm Mon to Fri, (AEST) and
9:00am to 10:00pm on weekends

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact Harbour ISP's complaint resolution team at operations@harbourisp.com.au or call 1300 366 169.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au.

Customer Service Details

Contact our Sales Team on sales@harbourisp.com.au or call 1300 366 169 for more information about your service and to order. This is a summary only – the full legal terms for broadband services are available at <http://www.HarbourISP.com.au/terms>.