

# Critical Information Summary Home

## Connect 100Mbps/40Mbps

### Information About The Service

Home Connect fibre network internet services are provided in partnership with Fibrecorp to provide fibre to the building internet services to serviceable multi-tenancy residential apartment buildings in Australia. This service is to provide an unlimited downloads/uploads Home Connect internet connection at a maximum speed of 100Mbps/40Mbps.

#### Contract Term

We provide Home Connect fibre network internet services with a \$45 set up/activation fee on a month to month plan with no cancellation fees. Minimum 30 days' notice period is required.

#### Serviceability

Home Connect fibre network internet service plans are subject to serviceability in accordance with partnerships with multi-tenancy residential buildings. Please contact Alpha to find out if your building is serviceable with a Home Connect internet service. Home Connect is subject to availability and is only available in certain areas to certain addresses. Terms and conditions apply. Basic setup is included with Home Connect services which includes providing the end user with PPPoE ISP credentials for the router/modem. Router configuration is not included in the setup or activation unless the recommended AmpliFi router (see 'Equipment' below) is used. Router configuration is however available for an additional fee as specified on the service agreement (price subject to change depending on promotional offers we may offer from time to time at our discretion).

### Information About Pricing

#### Home Connect 100Mbps/40Mbps Plans

The contract term is calculated as: (contract term)x (monthly access charge) + setup. Early termination fees apply.

#### Month To Month Home Connect 100Mbps/40Mbps Service

Set Up Fee/Activation Fee	\$45.00 including GST
Monthly Charge	\$85.00 including GST
Total Minimum Amount Repayable	\$130.00 including GST (One month of connectivity minimum)

## Other Information

### Monthly Usage

We only offer an unlimited download/upload Home Connect 100Mbps/40Mbps service.

### Speed

We provide the unlimited Home Connect 100Mbps/40Mbps service at a maximum speed of 100Mbps download, and 40Mbps upload. These speeds are maximum connection speeds as based on carrier network testing. Actual throughput speeds may be slower and could vary due to many factors including type of content being downloaded, hardware and software configuration & the number of users simultaneously using the network. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. We do however have a low contention rate on our network, which can provide a more consistent speed than popular service providers.

### Payment

Monthly access charges are billed on a monthly basis at the beginning of the month for the month in advance. Payment options include credit or debit card, direct deposit and cheque. Please view payment options in the 'Compliance' document found at the bottom of this page.

### Equipment

If you require a compatible router for your Home Connect 100Mbps/40Mbps service we are able to supply, configure and send out a home Wi-Fi router, ready to connect and use, for \$230.00 including GST. The router provided is an AmpliFi home Wi-Fi (nbn compatible) router. You are able to source and use your own network equipment with this service, although not all routers are compatible and we cannot guarantee the compatibility of any specific routers other than the recommended AmpliFi router.

### Customer Support

To make a billing enquiry, a general enquiry about this service, or to lodge a complaint, please follow the link to the Contact Us form by clicking [here](#), or we are contactable between the hours of 8am and 6pm Monday to Friday on 02 9211 7782. Alternatively, please email us at [support@alpha.net.au](mailto:support@alpha.net.au).

### Complaints Handling

If you have a dispute with your service or Alpha Dot Net and wish to make a complaint, please contact our Customer Relations for complaint resolution by sending an email to [info@alpha.net.au](mailto:info@alpha.net.au) or completing the Contact Us form. If you are not satisfied with the handling of your complaint and you have escalated this within Alpha Dot Net, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (TIO). The TIO are contactable via phone, email, fax & post, and contact information can be viewed on the TIO website by clicking the below link: [Contact The Telecommunications Industry Ombudsman \(TIO\)](#)