Critical Information Summary

CipherTel Fibre Internet Service
Kingston 10B

Information about the Service

CipherTel Fibre is a high speed internet service that provides access, over the Kingston Fibre Network to the internet and related services, such as email. The service is designed to provide an 'always on' or constant connection to the internet.

CipherTel Fibre uses the latest fibre delivery technology and has been extensively tested and deployed throughout USA and Europe with outstanding internet, phone and digital TV delivery results.

This service is capable of delivering high speed seamless internet with future speeds to the home in excess of 100mbps. The system also carries your high definition television and available channels will continue to expand as more free to air digital TV channels become available.

You may also choose to add phone line services to this network, for further information on phone services to your home please contact CipherTel.

Please note,
- A conventional fixed phone line is not required for connection of the Kingston Fibre Network for internet or phone services.
- The service will not work in the event of a power outage.

Requirements & Availability

Connection to the Kingston Fibre Network is available only to residents located in Kingston Estate release 10B.

You will require a fibre lead-in and fibre modem to be installed at your premise before your internet service can be connected and activated.

If multiple Ethernet or wireless Ethernet devices are to connect to the internet you will require an Ethernet router or wireless Ethernet router. If you don't already have a router or wireless access point, CipherTel can supply a Wireless Router (Netgear WNR2000) Pre-programmed ready for use at a reasonable additional cost**,** which will allow connections to Wi-Fi enabled devices such as ipads, smartphones, laptops etc.

Minimum Term

Kingston Fibre plans are available on either 12 month or 24 month terms.

Information about pricing

Monthly Charges (Inclusive of GST)

CipherTel Plans Kingston Estate	Plan Type Up To 12/2Mbs	Plan Type Up To 12/2Mbs	Plan Type Up To 12/2Mbs	Plan Type Up To 25/5Mbs	Plan Type Up To 25/5Mbs	Plan Type Up To 25/5Mbs
Min Monthly Charge	$55.00	$80.00	$130.00	$65.00	$85.00	$150.00
Connection Fee – 12month contract	$150.00	$150.00	$150.00	$150.00	$150.00	$150.00
Connection Fee – 24month contract	$Nil	$Nil	$Nil	$Nil	$Nil	$Nil
Included Data Allowance (Down/Up)	100GB	500GB	Unlimited	100GB	500GB	Unlimited
Speed Shaped to after Data Allowance exceeded	256/128	256/128	256/128	256/128	256/128	256/128
Max. Charge for Early Termination with 13-24 months remaining on	$280	$280	$280	$280	$280	$280
Max. Charge for Early Termination with 1-12 months remaining on contract	$160	$160	$160	$160	$160	$160
Min. Cost over 12 Month Contract	$810.00	$1110.00	$1710.00	$930.00	$1170.00	$1950.00
Min. Cost over 24 Month Contract	$1320.00	$1920.00	$3120.00	$1560.00	$2040.00	$3600.00

Other Fees

Lead-In Connection Fee: $385. The Lead-In connection fee is in addition to the Connection Fee and is a once off payable fee for supply and installation for connecting the estates fibre network to the premise. This fee is payable to CipherTel or Bunbury Telecom which will be advised of acceptance of your application.

Excess Usage

There are no excess usage charges on CipherTel's Kingston Fibre Plans.

Cancellation Fees

As outlined in the above table

Other Information

Usage Information

Customers can obtain information on their CipherTel Fibre broadband usage and access to their member account by contacting support on 1300 309 500.

Customer Service Contact Details

For sales and support assistance contact CipherTel on 1300 309 500 or email support@ciphertel.com. For accounts assistance contact 1300 309 500 or email accounts@ciphertel.com. Customer Service is available Monday to Friday 8.30am to 5.00pm Western Standard Time excluding public holidays in Western Australia.

Customer Complaints

If you have a concern with the service we provide to you please contact our complaint resolution area on 1300 309 500. CipherTel's complaint handling process can be viewed at www.ciphertel.com.

Telecommunications Industry Ombudsmen

If you are dissatisfied with the outcome of your complaint handling you may contact the Telecommunications Industry Ombudsmen (TIO) for independent Mediation. The TIO can be contacted by phone on 1800 062 058, in writing to PO Box 276, Collins Street West, VIC 8007 or visiting the website at www.tio.com.au/making-a-complaint.