

Information about the Services.

## Early Exit Fees

Early Exit/Termination Charges (ETCs) apply to all Contracted Services. 30 days notice is required for all cancellations.

Fibre, Ethernet, and nbn™ services are all contracted to the completion date in the contract. You will have to pay 100% of the remaining contract unless we can negotiate with the upstream, providers.

You can work it out by:  $36 \text{ months} - \text{Used Months} = \text{Remaining Months} \times \text{Monthly Usage Fee} = \text{Payout Figure}$

Your latest invoice will display the month and year the contracted service began. It will also show you the initial Term of the service.

## Equipment Repayment Plan

If equipment such as managed modems, routers, switches, is part of the monthly invoice, you will have to pay 100% of your remaining instalments if you cancel your service.

## Installation

We reserve the right to charge for installations. We will however seek your approval for any charges to be incurred prior to installation.

You must obtain permission from the owner of the property and have someone over 18 years of age in attendance at any install appointment.

Your service installation may require up to four site appointments depending on varying factors. Carriers deliver services to the premises boundary, if no lead in exists, the end user must provide it at their cost.

## Minimum Term

All service contract terms are 36 months unless otherwise stated on your in your agreed terms.

## Billing

On the 1<sup>st</sup> of the month, we will bill you in advance the monthly charge.

Your first bill may be during the month which includes the pro rata charges for part of the month depending on when the service began. It may fall that your first bill could include your minimum monthly charge in advance and part of your minimum monthly charge based on the number of days left in the billing period.

You will receive your invoice via email. Which can be paid via credit card or direct deposit. All credit accounts are 14 day terms, unless agreed prior.

## Fee for Service

We are a provider of business grade services, level 1 troubleshooting needs to be performed before lodging a fault. If a fault is a result of client premise equipment (CPE), or damaged internal infrastructure; the carrier reserves the right to charge for the technician callout. If this occurs, this charge will be on-billed to the customer from Falcore.

## Acceptable Use Policy

Our Acceptable Policy applies to all Services. Its purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable'. It also sets out your responsibilities when you use your service and confirms steps we may take to monitor and ensure compliance with this policy. For more information see [falcore.com.au/resources-terms](http://falcore.com.au/resources-terms).

## Hardware Needs

You will need a gateway (router) to use Falcore services. Your device must support /31. You can use your own gateway provided it is compatible with your service; or you can purchase one from us which is configured to work with your service.

Please let us know if you use equipment such as disability or medical services or a back-to-base alarm. Some equipment may require an alternative service or additional equipment. We will tell you if we are not able to support the equipment.

## Moving or Relocating Services

Services are contracted to the address specified when ordering; we can however submit a service relocation. This will incur a once off relocation or termination fee and also a variation to the monthly fee which will depend on your new location. When selecting a new premise ensure the fibre provider is available as this will force an Early Termination Fee if it is not.

## Information about Pricing

All prices exclude GST. As a wholesale carrier, pricing varies and is dependent on multiple factors including location, carrier demand, and service levels.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing upon recontract. We will let you know before this occurs.

\* This is a summary only – the full legal terms for these services are contained in your original agreement and Our Terms, which are available at [falcore.com.au/resources-terms](http://falcore.com.au/resources-terms).

## Other Information

We are here to help, for more information on our Policies and Terms, view them at [falcore.com.au/resources-terms](http://falcore.com.au/resources-terms). If you have any questions about your bill, or need technical support, you can contact us on 1300 003 321

## Customer complaints or Disputes

If you need to make a complaint you can call us on 1300 003 321; or email us using our online forms at [falcore.com.au](http://falcore.com.au). If you are still not happy with the outcome or your enquiry, you also have the option to contact the Telecommunications Industry Ombudsman on 1800 062 058