Frontier Networks Internet Plans

Information about the Service

This summary may not reflect any or all discounts or promotions which may apply from time to time

PLAN	Basic 12/1 100GB Data	Casual 25/5 Unlimited	Everyday 50/20 Unlimited	Fast 100/40 Unlimited	Super 250/50 Unlimited	Ultra 500/50 Unlimited
Monthly Charge	$39.95 for 6 months ($49.95 ongoing)	$49.95 for 6 months ($59.95 ongoing)	$64.95 for 6 months ($79.95 ongoing)	$74.95 for 6 months ($89.95 ongoing)	$84.95 for 6 months ($99.95 ongoing)	$89.95 for 6 months ($119.95 ongoing)
Monthly Data Allowance	100 GB	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED	UNLIMITED
Download Speed	12mbps	25mbps	50mbps	100mbps	250mbps	500mbps
Upload Speed	1mbps	5mbps	20mbps	40mbps	50mbps	50mbps
Router	Connected Australia provides services via the Frontier network gateway as a service, meaning you don't need to order a router, this cost is included in the monthly charge.					
Bundled Phone Line	PAYG phone line included at $0 per month or pay $15.00/month for unlimited local/national/mobile calls.					

The Service

Connected Australia's Broadband Service delivers high-speed broadband Internet over Frontier Networks Infrastructure to the Network Termination Unit at your property.

Minimum Contract Term

All our frontier internet plans are month to month

Limitations/Qualifications for the Service

Please check our website to confirm your service availability or contact our dedicated Frontier Retirement Village migration hotline at 07 3063 2933

Connection Speeds

Connection speeds are up to 500/50 Mbps*.

*The download and upload speeds selected are the maximum speed that each type of connection can achieve and is not guaranteed.
*250/50 and 500/50 not available in all areas.

Connected Australia does not guarantee the speeds that will be reached by end users as we depend on our wholesalers to ensure services are provisioned to deliver maximum speeds at all times.

We find that when customers experience speed difficulties with these services, they are usually affected by the following factors (internal and external):

- The type of content being accessed
- The type of connection within the premises (wireless or hardwired)
- The distance from the router when connected wirelessly
- Wireless interference (particularly on 2.4GHZ wi-fi in apartment buildings)
- The customer's internal network, operating system (Windows or IOS, etc.), hardware, software, and software configuration (E.g. firewall and anti-virus)
- The number of people using the service at the residence at the same time
- The origin of the data being accessed (including server limitations)
- Contention or congestion in Connected Australia's or any of our wholesaler's networks

Other Information

Connected Australia Customer Contacts
When contacting Connected Australia for assistance, there are a number of options to facilitate your enquiry;

Complaints

For any complaints, we urge you to contact us first so that we can try to resolve the complaint. The last thing we want is unhappy customers!

You can contact Connected Australia's support team at support@connectedoz.com.au or call 1300 859 778 and select Option 1.

TIO Information

If we can't settle 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/about-us/contact-us

Customer Service Details

For Residential Sales, reach us at connections@connectedoz.com.au or call 1300 859 778 and select Option 1 to order.

For Technical support, reach us at support@connectedoz.com.au or call 1300 859 778 and select Option 1 to order.

For Account or Billing Enquiries, reach us at accounts@connectedoz.com.au or call 1300 859 778 and select Option 1 for more information about your service.

Pricing Information

Activation Fee

The are no activation fees on Connected Australia Frontier network plans.

If you're in a new development and not already connected to the internet, a $300 New Development Charge may apply

Data Usage Charges

No excess usage charges will apply to your service.

Plan Changes

Plan upgrade to a plan of equal or greater monthly cost:
(E.g. from 250GB to Unlimited or 12/1 Mbps to 25/5):
 $0 with no re-contract

Change to a plan of lesser monthly cost:

$20 on a new 12-month contract or $40 with no re-contract

Payment Options

Pay by direct debit either via card or a bank account. No credit card surcharges apply.

If there are insufficient funds in your account at the time of debit or if you fail to update your card information before your debit date, a late payment fee of $10 will apply to your next bill.

Billing Cycle

All Connected Australia services are billed in advance via anniversary billing.

E.g. If your service is set up on the 10th of the month, then your billing start date is on the 10th of the month and will cover the full month from the 10th to the 9th of the following month.

We require pre-payment of the first month's cost (including router fee, activation fee, and first month).

In-Flight Cancellation

If you have signed up for a service with Connected Australia but then decide not to proceed with the order prior to service delivery, an InFlight Cancellation Fee of $150 (inc GST) will apply.