

## Customer Connection Agreement

Dear Customer,

Thank you for your interest in connecting to Opticomm's high speed fibre broadband network. Once connected, you will be able to receive all your internet, telephone and television<sup>1</sup> services over a single fibre optic cable.

You have either registered online or by calling our Customer Connection Information Desk to have your property connected to the Opticomm Network.

By making the appointment to connect your property, you accept the terms and conditions listed below.

Please note that in the event of a failed installation due to customer premises not being correctly prepared, you will have to have the issue rectified, pay the Failed Installation Fee, then rebook a new appointment to have the installation completed.

Yours sincerely

**Customer Connection Team**

### Terms and Conditions

1. You are either the owner of the property or have been specifically authorised by the owner of the property to respond on their behalf.
2. You authorise Opticomm Ltd to proceed with the installation of an ONT, enclosure and power supply to the property for the purposes of connecting to Opticomm's network.
3. You have confirmed with your builder that the premises have been correctly prepared in accordance with Opticomm's Home Preparation and Installation Guide.
4. You agree that should the premises be incorrectly prepared and not meet the published requirements, a Failed Installation Fee of \$97 (incl GST) will be charged by Opticomm to recover additional costs incurred for a technician to make a return visit following rectification of the non-compliant issues by you.

Correct preparation includes, but is not limited to the following:

- Rigid white P23 telecommunications conduits are installed with a maximum 3 x 90degree sweep bends between access points
- Conduits installed complying with all bend radius guidelines and are installed at the correct depth
- Conduits installed being undamaged, free of blockages and containing draw strings
- Conduits installed complying with clearances of gas, electricity, water and downpipes
- External conduit installed is connected to the Opticomm starter pipe at the property boundary
- A power point (GPO) to be provided within 1500mm of the location of the ONT.

<sup>1</sup> Free-to-air and Foxtel Pay TV services delivered over fibre may not be available in every estate. Please check with your developer or Opticomm to confirm availability of TV services delivered over fibre in your area.