



Service Description

Strata Digital Services' (SDS) broadband service is a high-speed, residential internet service delivered to your premises via FTTP or G.Fast FTTx technologies.

SDS Highspeed broadband plans

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

Plan	Fast 100	Super - Fast 500	Ultra - Fast 1Gb	Hyper - Fast 2Gb
Down/Up Speed	100/100Mbps	500/100Mbps	1000/100Mbps	2000/100Mbps
Connection Types	FTTP/FTTx	FTTP/FTTx	FTTP/FTTx	FTTP Only
Minimum Monthly Charge	\$69	\$89	\$99	\$179
Total Minimum Cost (If you cancel your Service during the first month) Total Minimum cost is calculated as one month Min. Monthly Fee	\$69	\$89	\$99	\$179
WiFi Router Repayment Plans	If you have a Hardware Repayment Plan and received your router for \$0 upfront, when you cancel your SDS broadband service before the end of the 18-month Hardware Repayment Term, you must pay a one-off Router Payout Fee of \$10 (GST inclusive) for each month remaining in the term. Any part-month remaining is rounded up to a full month. The Wi-Fi Router is the property of the Customer and is considered Customer Equipment from the date of delivery. See Router Terms at stratadigitalservices.com.au			
Data Allowance	Unlimited			
Available Contract Terms	Month-to-Month			
Set-up Fee	\$0.00			
Static IP (Optional)	\$7.50 per month			
BYO Hardware	If you choose to use your own router instead of the SDS included one, SDS' ability to provide technical support in relation to your service, including speed and/or connectivity, may be limited.			
Cancelling your Service	You may cancel your service at any time by providing 30 days' notice.			
Incorrect Call-Out Fees	Our technical staff will work with you to resolve issues you have with the SDS network.			
Changes to your plan	We may from time to time make changes to your plan, including its pricing and inclusions.			
Access technology	We may change the technology that we use to provide your service from time to time.			

Information about this service

Where is it available?

Service not available to all areas, homes, or customers. Availability at your address is subject to qualification checks at the time of ordering and, where applicable, further checks to determine the service types available to you. If we are unable to connect you, we will contact you to cancel your order.

What do I need to access the service?

SDS will provide a Network Termination Unit (NTU) with a single, customer-facing ethernet port for your internet service. Additionally, you will need a Wi-Fi enabled Gigabit-capable router (which SDS can include with your service). For FTTP 2Gigabit plans, a multi-Gigabit capable router is required to receive the full-service experience. If you use your own router, note that its settings may not be compatible with SDS' network

Internet Speeds

Residential internet speeds achieved over our network are best efforts and are not guaranteed. Actual speeds you will receive may vary due to several factors, such as limitations on your hardware or software, internet traffic and the source, or type of content being downloaded or uploaded.

Fair Use Policy

SDS wants all customers to have a great experience using its products, but one user's experience can be impacted by the use and behaviour of others. To maximise the available benefit to all users, SDS has established a set of rules and potential actions if those rules are breached in its Fair Use Policy. We encourage all customers to read the Fair Use Policy (see under Critical Information Summaries on Website)

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff or you breach our "Acceptable and Fair Use Policy" available on our website

Customer Complaints and TIO Information

For customer complaints, we encourage you to contact us first, so that we can try to resolve the complaint.

You can contact SDS' complaint resolution team at support@stratadigitalservices.com.au.

If we can't resolve 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

Carrier Grade Network Address Translation (CGNAT)

SDS uses CGNAT on all services. This means that your public IP address is shared with other customers. If you require a public IP address that is not shared, you can call us to discuss or you can purchase a Static IP.

Optional add-ons

You may choose to add the following add-ons to your service:

Add-on	Monthly Charge (incl. GST)
Static Public IP address (IPv4)	\$7.50 per month

Billing Information

Billing Charges

Bills are sent each month to your registered email address, free of charge.

Billing Date

Billing periods start on the 25th of each month, and end on the 24th of the following month. We will bill you in advance for the Minimum Monthly Charge, and in arrears for any usage charges. Invoices are sent a few days after the start of each billing period.

First Bill Charges

Your first monthly invoice shows transactions for the following: Installation. The installation fee, and any payments you made to us prior to installation.

Part-period fees. For new customers, it is likely you will join us part-way through a billing period. We charge you for the portion of that period from the day after your installation to the end of the current billing period.

Next period fees. The monthly fee for the next billing period.

Payments

Payment must be made by direct debit.

You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time.

Consumer Resources

The Australian Telecommunications Industry body, Communications Alliance, publishes an education package as a general guide to help Australian consumers better understand broadband technologies and the factors that can influence the performance of their broadband services. It also provides guidance on steps consumers can take to improve their experience when using broadband connections, trouble-shooting tips, and answers to some frequently asked questions. <https://commsalliance.com.au/BEP>

SDS Customer Contacts

New Sales, Service Support and Billing Support -
support@stratadigitalservices.com.au.