

### ABOUT US

Space Connect is a 100% Australian-owned and locally-based internet service provider dedicated to delivering quality broadband.

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

Space Connect uses a combination of both Fibre Network and high-speed wireless technologies owned by Lightning Wholesale to enable eligible premises to get high speed internet connectivity. A preinstalled wireless access point is used to provide Wi-Fi coverage. Any cabling or equipment in your premises beyond this scope is your responsibility.

#### Service Availability

Space Connect services are only available within a Lightning Wholesale ready service area and subject to an assessment of your premises suitability by a Lightning Wholesale approved Technician.

#### Broadband Speed

Plans are subject to availability and actual speeds may vary and may be slower than the upload and download speeds shown due to multiple factors including but not limited to, type/source of content being downloaded, hardware and software configuration and performance, property layout and building materials, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Space Connect.

Please contact us as soon as possible if you are not achieving satisfactory speeds and we will provide support. For more information regarding the factors that can impact end user experience, and troubleshooting assistance please see <https://commsalliance.com.au/BEP>

#### Plan Change

There is no fee to change Space Connect plan speeds. This can be requested via the Customer Portal, email or over the phone. Please note downgrades cannot be conducted mid-month and take effect in line with the next billing cycle. Upgrades can be applied at any time and a pro-rata invoice, in line with the new speed plan pricing, will be issued for the remaining period of the existing billing cycle. Downgrades will be billed at your current rate for the current billing period.

### BILLING INFORMATION

#### Billing and Payment

Space connect plans are a prepaid service. Initial payment is taken on the date of service activation. Invoices are issued and due on the first day of each billing cycle, which aligns with the initial activation date. It is standard practice and free to receive bills via email. Payment is strictly by credit or debit card or bank transfer. Visa, MasterCard and AMEX have no surcharge. Payment method can be updated at any time via the client area.

#### Other Fees and Charges

In accordance with our Terms and Conditions Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fee, Service Reconnection Fee, Payment Declined Fee, Hardware Replacement Fee. Refer to Terms and Conditions – Appendix A Pricing Schedule available at: <https://www.spaceconnect.com.au/terms/>

#### Your Data

Space Connect plans come with **Unlimited data**. Service must be used in line with our **Fair Use Policy**, and may be subject to suspension or cancellation if used in an unreasonable or fraudulent manner, or use of the service breaches the policy, available at: <https://www.spaceconnect.com.au/terms/>

#### Minimum Term

Space Connect plans on a no-lock contract term have a 1-month minimum term.

#### Cancellation Fees

All Space Connect plans are offered on a no lock-in contract term. Customers can terminate the service by submitting a request in your client area, or by submitting a written request providing date of and reason for cancellation to [hello@spaceconnect.com.au](mailto:hello@spaceconnect.com.au). You will pay a final monthly bill for the billing cycle in which the termination date falls.

#### Service Calls

A technician may attend a property to assess reports of a failure in service. This will be provided only once initial troubleshooting has been conducted by the customer, with guidance by our staff. Incorrect call out fees may apply if at this time, the fault is found not to be with the service delivered by Space Connect, but as a result of a factor not within the remit of our responsibility as the ISP.

#### Power Outages

Space Connect services generally will not work during a power outage as there may not be power to the network and/or wireless access point in your premises. If you have safety-critical equipment such as a medical alarm, speak to your equipment provider about alternative solutions.

#### Late payment

If your account is not paid in full within 10 days after the monthly due date, we reserve the right to suspend services until the overdue balance is paid. We strongly recommend automated payment is set up to ensure timely payment.

If you find you are unable to meet the due date of your invoice, please contact our Accounts & Billing department at least 2 days before payment is due to discuss an alternative payment plan.

#### Cooling off period

If you are offered the service unsolicited, you have a 10-business day cooling off period pursuant to Australian Consumer Law and are free to cancel within that period. If you cancel the service during the cooling off period, we will refund the cost of any router shipped to you only if it is returned in good condition with the original packaging.

**INFORMATION ABOUT PRICING****Monthly Plan Charge**

The minimum Monthly Charge for Space Connect Plan is \$77/month for the 25 Mbps Plan or a total Minimum Charge of \$176 including GST and standard activation over 1 months. The Charges for other plan options are as tabulated below.

Residential Plan	*Maximum Speed upload/download	data allowance	Monthly Plan Charge (\$inc.GST)	Standard Activation Fee (\$inc.GST)	Total Minimum Charge over 1 Months* (\$inc.GST)
100 Mbps	100/100 Mbps	unlimited	\$110/month	\$99	\$209
75 Mbps	75/75 Mbps	unlimited	\$99/month	\$99	\$198
50 Mbps	50/50 Mbps	unlimited	\$88/month	\$99	\$187
25 Mbps	25/25 Mbps	unlimited	\$77/month	\$99	\$176

\*Actual speeds may vary

**OTHER INFORMATION****Contact Us**

You can contact Space Connect customer service for Sales, Support & Billing assistance via

Phone: 03 9933 4644  
Email: [hello@spaceconnect.com.au](mailto:hello@spaceconnect.com.au)  
Website: [www.spaceconnect.com.au](http://www.spaceconnect.com.au)

**Dispute Resolution**

If you are unsatisfied with our products & services or complaint handling practice, you can access our Complaints Resolution Procedure and follow the escalation process outlined at <https://www.spaceconnect.com.au/terms/>

**Telecommunications Industry Ombudsman (TIO)**

If you are not satisfied with the resolution of your complaint by Space Connect, you may wish to contact the TIO, an independent dispute resolution body via:

Phone: 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
Fax: 1800 630 614  
Mail: PO Box 276, Collins Street West VIC 8007