

# THUNDER CLOUD PLANS CRITICAL INFORMATION SUMMARY



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION:

The Thunder Cloud Plans provide high speed internet access to your building or home via a point to point fibre-optic connection which may, depending on your location, also be extended by converting to microwave data, for then transmitting a secure wireless signal.

The Thunder Cloud Plans provide "symmetrical" download speeds of between 50Mbps to 1Gbps Download which will be replicated in the Upload speeds (see next section). We guarantee that the upload and download speeds for these Plans will be available 99.95% of the time.

In the event of a weather related or bush fire disaster, which causes disruption to your services SouthCloud will work with you in order to restore those services within a timely fashion that we deem acceptable in regards to restoration times and within reason, all within the circumstances at hand. More information about the speeds of SouthCloud® services is available at [southcloud.online/broadbandspeeds](https://southcloud.online/broadbandspeeds).

### SERVICE AVAILABILITY:

This service is only available to eligible customers located at installation addresses in a serviced area. Availability for the service can be confirmed by emailing us at [support@southcloud.online](mailto:support@southcloud.online) or by calling us on [1800 001 555](tel:1800001555). A site survey is likely to be required.

### EQUIPMENT REQUIRED & INSTALLATION COST:

You may require a distribution frame or similar network termination device to be installed at your premises. From there, access to the internet from SouthCloud® will be either:

1. Installing a hardwired modem/router with both Ethernet and WIFI connectivity, within your premises to connect to your devices, or
2. Alternatively, a Wireless Access Point which SouthCloud® will install within your premises in a main common area in order for you to connect to your devices.

SouthCloud® or one of its suppliers can install at additional fee-for-service cost which will be quoted to you prior to order confirmation.

Equipment installed will continue to be owned by SouthCloud® and/or its suppliers except any fixed wireless equipment attached to your premises which will be owned by you.

### MINIMUM TERM:

The minimum contract terms for these services is 36 months. If you terminate prior to the end of the minimum contract an Early Termination Fee will apply (see Table 2 on next page).

## TABLE 1 - KEY INFORMATION ABOUT PRICING & PLANS

Plan	Typical ↑↓MB Speeds	Min Term	Data Allow	Cost per Mth	Install Cost*	Min Cost 36 Mths
Thunder Cloud 50	50/50	36 mths	Unlimited	\$800	\$350	\$29,150
Thunder Cloud 100	100/100	36 mths	Unlimited	\$1,200	\$350	\$43,550
Thunder Cloud 400	400/400	36 mths	Unlimited	\$1,600	\$350	\$57,950
Thunder Cloud 1000	1000/1000	36 mths	Unlimited	\$2,000	\$350	\$72,350

\*Non-standard installations may be at additional cost for labour and materials.

### GST:

All prices and charges in this Summary are **inclusive of GST**.

## TABLE 2 - EARLY TERMINATION FEES

When Early Termination occurs	Early Termination Fee
After SouthCloud® has accepted Customer's order but before the Service has been handed over.	30% of Installation Charge
After SouthCloud® has installed the Service but before the Service has been handed over.	55% of Installation Charge
After the Service has been tested and is ready for handover but before the Service has been handed over.	95% of Installation Charge
After the Service has been handed over but before the end of first 12 months since Service commencement.	100% of Installation Charge less any part already paid + 100% of remaining Minimum Monthly charges before end of first 12 months + 35% of remaining Minimum Monthly Term charges
After the Service has been handed over and after the end of first 12 months since Service commencement, but before the end of the Minimum Contract Term.	100% of Installation Charge less any part already paid + 35% of remaining Minimum Monthly Term charges

### PAYMENT:

The Monthly Charge and other applicable charges will be invoiced monthly. All charges must be paid by direct debit, credit card or manual payment plans approved by SouthCloud's Billing Team. Any manual payments will be collected via Stripe.

## OTHER INFORMATION

### SUPPORT:

All SouthCloud® services come with back up support from SouthCloud® representatives deployed to the field or online by SouthCloud®. They come with many years of experience should you ever need it. And it's all local to you.

### FULL TERMS:

This information is a summary only. Visit [www.southcloud.online/terms-policies](http://www.southcloud.online/terms-policies) for our Standard Form of Agreement which sets out the terms and conditions on which we provide our products and services.

### USAGE INFORMATION:

You can obtain information on your broadband usage by contacting customer support via [1800 001 555](tel:1800001555).

### CUSTOMER SERVICE CONTACT DETAILS:

We are dedicated to excellence in servicing our customers. You can contact SouthCloud® Customer Support for support or billing assistance by emailing us at [support@southcloud.online](mailto:support@southcloud.online) or by calling [1800 001 555](tel:1800001555).

### DISPUTE RESOLUTION PROCESS:

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the process outlined in our Complaints Handling Policy at [www.southcloud.online/terms-policies](http://www.southcloud.online/terms-policies)

### TELECOMMUNICATIONS INDUSTRY OMBUDSMAN:

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent dispute resolution. The TIO can be contacted by calling [1800 062 058](tel:1800062058) or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

[southcloud.online](http://southcloud.online)

[support@southcloud.online](mailto:support@southcloud.online)

PO Box 784, Bowral NSW 2576

Phone 1800 001 555

[facebook.com/SouthCloud.Online](https://www.facebook.com/SouthCloud.Online)

[instagram.com/SouthCloud.Online](https://www.instagram.com/SouthCloud.Online)

[linkedin.com/company/SouthCloud](https://www.linkedin.com/company/SouthCloud)

SOUTH CLOUD®