

Subject: FW: Your GigaComm quote - no.
Date: Monday, 27 December 2021 at 21:54:59 Australian Eastern Daylight Time
From: Alexander Swift
Attachments: image005.gif, image006.gif, image007.png, image008.gif

From: GigaComm Information <info@gigacomm.net.au>
Date: Thursday, 16 December 2021 at 17:03
To: Alexander Swift [REDACTED]
Cc: GigaComm Information <info@gigacomm.net.au>
Subject: RE: Your GigaComm quote - no. [REDACTED]

Hi Alex,

Yes, we know there have been many claims by Telcos over the years, which unfortunately haven't materialised. It is one of the challenges that we face as a company, but we are lucky that we have customers who are really happy with the product and advocate on our behalf. And yes, you are right that we have the right mix of tech and cost to make it viable.

We will be back in touch in the second week of Jan to book your install in.

I hope you have a lovely Christmas is you celebrate it, or a lovely break if you don't.

Regards,



Danielle Grehan | Head of Sales, Care & Experience

GigaComm

201/9 Yarra Street, South Yarra, VIC, 3141

Level 4, 17-19 Bridge Street, Sydney, NSW, 2000

M: +. [REDACTED] | E: [REDACTED]

www.gigacomm.net.au | ph: 1300 004 442

From: Alexander Swift [REDACTED]
Sent: Thursday, 16 December 2021 9:32 AM
To: GigaComm Information <info@gigacomm.net.au>
Subject: Re: Your GigaComm quote - no. [REDACTED]

Thanks Danielle,

And when an ISP or telco promises unicorns & ice cream you need to ask more questions because 26AWG copper pair has its physical limits before you create heat or far-end cross-talk thus the distance and/or increase the frequency bandwidth needs to be manipulated. You guys found a way to get the \$ per consumer down with a mix of vectoring and fibre in the building.

I will order the 1000/100 please, if the line sync cannot hold up I'll downgrade..

Regards

Alex
[REDACTED]

From: GigaComm Information redacted
Date: Wednesday, 15 December 2021 at 22:39
To: Alexander Swift <[REDACTED]>
Cc: GigaComm Information <info@gigacomm.net.au>
Subject: RE: Your GigaComm quote - no. [REDACTED]

Hi Alexander,

The maximum we deliver is 1000/50 or 1000/100, over Wi-Fi obviously it will be lower.

You definitely won't be without internet. If there is an issue, we will work through it. We haven't had one person take us up on the guarantee yet because we haven't gotten them better speeds than they could get before.

Most of us here have worked for other Telco's, so we know what is out there, and we came here because we are excited about how much better we can make things for more people. It sounds a little cheesy but it has got us excited!

If you can accept the quote we sent before, we can place your order. Or let us know if you want to upgrade your speed and we can send you a new quote.

Due to network change shutdowns, it is likely now to be connection by mid-January but we can confirm that next week.

Thanks,



Danielle Grehan | Head of Sales, Care & Experience

GigaComm

201/9 Yarra Street, South Yarra, VIC, 3141

Level 4, 17-19 Bridge Street, Sydney, NSW, 2000

M: +61 0417 358 842 | E: [REDACTED]

www.gigacomm.net.au | ph: 1300 004 442

From: Alexander Swift [REDACTED]
Sent: Wednesday, 15 December 2021 4:26 PM
To: GigaComm Information <info@gigacomm.net.au>

Subject: Re: Your GigaComm quote - no. [REDACTED]

Thanks Danielle

Sure I understand you want to keep operations to your self, I also want to make sure that we don't head off down a path where I

There's 200m of copper twin pair copper and then find out it cannot be delivered and I'm without internet.

Thanks for confirming the ASN, hopefully you grow with more customers and can attract other peers, TPG haven't figured out with all the WFH they would improve my experience by peering with WebEx and Zoom..

Anyway, thanks for getting back to me and from what you've said and the customer guarantee I feel confident enough to give it a go.

What's the maximum you can deliver to my address?

Sent from my iPhone

Regards

Alexander Swift

+ [REDACTED]

On 15 Dec 2021, at 11:15, GigaComm Information <info@gigacomm.net.au> wrote:

Hi Alexander,

I am Ryan's manager and saw your email and wanted to respond.

We have some tech that supercharges the fibre. We can't go into it any more than that, as this is our propriety information. We know a lot of people don't believe we can make it work until they become a customer. This is why we offer a guarantee that if we can't get the speed you purchased, you can cancel for free.

You can also check out a couple of reviews from some of our customers here
<https://au.trustpilot.com/review/gigacomm.net.au>

I can understand that if you are into tech that you would like to know the detail on the how, but I hope you can appreciate that we are a small company trying to shake up the industry and need to protect our business.

In terms of your other questions that Ryan was chasing the answers to, we can install a parallel service to your current internet service if you have a spare working copper pair to your apartment if you are concerned and want to keep a back-up service. We're using the latest vDSL technology capable of 1Gbps speeds and we don't support PPPoE/PPPoA as these are legacy technologies now out of date. GigaComm is AS139049.

I hope that additional information helps!

Regards,



Danielle Grehan | Head of Sales, Care & Experience

GigaComm

201/9 Yarra Street, South Yarra, VIC, 3141

Level 4, 17-19 Bridge Street, Sydney, NSW, 2000

M: + [REDACTED] | E: [REDACTED]

www.gigacomm.net.au | ph: [1300 004 442](tel:1300004442)

From: Alexander Swift <[REDACTED]>

Sent: Tuesday, 14 December 2021 2:57 PM

To: GigaComm Information <info@gigacomm.net.au>

Subject: Re: Your GigaComm quote - no. . [REDACTED]

Hi Ryan,

Ok thanks for explaining the costs.

Re how your getting from the basement to my unit over copper, I still want to know because not cancelling TPG is important until I find a better replacement. Full disclosure I gave myself a bump steer on the router. I checked the specs but assumed you'd use the same router as last time you quoted before the mmWave equipment appeared on the roof.

To deliver a 200/100 or the 1000/100 service with low latency service needs more frequency bandwidth than my current vDSL profile 17a, there's only a 4core 26AWG cable and the single RJ11 that comes to my unit so IMHO vectoring over the length of line means vDSL g.fast or vfast profile 35a. Anyway looking forward to finding out.

Sent from my iPhone

Regards

Alexander Swift

+ [REDACTED]

On 14 Dec 2021, at 08:48, GigaComm Information <info@gigacomm.net.au> wrote:

Hi Alex,

Let me just start off by saying what an enjoyable read your email was.

I have reached out to our tech team for majority of the answers here to ensure you are getting the most accurate information.

What I can answer for you now is that the quote we have sent out reflects the Fast Five offer 2. This grants you \$20 off p/m for your first 6 months. I can assure you that this contract is month to month with no lock in, and no minimum contract term of \$474. The only reason it shows that there is a 6-month contract is to be able to uphold the discount for 6 months, so we don't have to manually update it. This is definitely a system limitation on our end, and we are working towards a fix to ensure that it makes sense in the future.

So just to put it in writing. This quote is for a **month-to-month** deal with **no lock in** of 6 months.

I hope this helps. We will be back shortly with the other responses. In the meantime, have a fantastic Tuesday!

Regards,
Ryan
GigaComm Customer Care



www.gigacomm.net.au | ph: [1300 004 442](tel:1300004442)

From: Alexander Swift <[REDACTED]>
Sent: Monday, 13 December 2021 5:35 PM
To: GigaComm Information <info@gigacomm.net.au>
Subject: Re: Your GigaComm quote - no. [REDACTED]

Hello and thanks for your call.

A few more questions if you don't mind, full disclosure from my research you look like a small but experienced & growing company (linkedIn). I'm happy to give you a go but Internet is as critical as electricity thanks to the WFH normal and the answers to a few of the questions I asked on the call didn't seem right IMHO but happy to be corrected.

Player 1: User level rusty network engineer now herding cats in Public Cloud, I'm looking at you along with premium play ISP's like Aussie Broadband. Currently with TPG FttB with vDSL syncing at 100/40 (pre NBN days) because

it's not NBN and [performing OK](#) until it's not then you spend weeks calling "support". Secondly as we all know speed = d/t aka low-latency is what I want and the NBN can whistle for their FttP quote and I don't live in a marginal/swing/must win seat so there's no pre-election pork barrelling for me..

Enough rambling, on to my questions.

Questions:

- Costs: The minimum for the contract term is \$474.00, the residential [Critical Information Summary](#) table says 1 Month – \$224 and Total One-Off Costs is \$0, \$474.00 when there's no mention of a 6 month option in the CIS?
- Current Internet: You made the statement my current internet would not be interfered with AND it could work at the same time as your service AND you use the current copper line from the basement to my unit, there's not many licenced options for what goes over the copper wire so are you using vDSL or Ethernet?
 - Supplied NTU, last time you quoted a Netcomm NF18ACV it can be configured for PPPoA / PPPoE but do you allow it?
- Peering: Can I confirm customer internet traffic is GIGACOMM-AS-AP / AS139049?

Feedback: You described your technology as (I think I heard) "a bit secret / proprietary technology" 🙌 ♂ 📄. ACMA website [SITE ID 10027801](#), you have a licence for 70/80GHz band and as attached pic of ole mate on the roof of the [REDACTED] installing a Siklu mmWave / Ethernet antenna..

Regards

Alex
[REDACTED]