

## Critical Information Summary – DGtek Fibre Network (Residential – Unlimited Plans)

This summary may not reflect any discounts or promotions which may apply from time to time

	50/50	150/150	250/250	500/500	1000/1000
Monthly Charge	\$59	\$79	\$99	\$119	\$149
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
No Contract Set Up Cost	\$99 Setup on no lock-in contract with included modem				
No Contract Minimum Cost	\$158	\$178	\$198	\$218	\$248
6 & 12mth Contract Set Up Cost	\$0 Setup on 6 & 12 month contract with included modem				
Early Termination Charge	Early Termination fee of \$220 applies to 6 & 12 mth contract				

### Service Description

Pineapple Net's residential service uses DGtek infrastructure to provide a Fibre to the Premises (FTTP) broadband internet connection to your home.

### Service Availability

Pineapple Net's residential service is available in selected coverage areas and is subject to infrastructure availability at the customer's premises. If the premises is within our coverage area but the building has not been connected to DGtek's network we will endeavour to negotiate a connection with the property owner or owners corporation. If the connection is to a free standing private dwelling then a site survey will be required and additional connection cost may apply.

### Equipment Required

If you do not already have the required DGtek infrastructure installed at your premises, DGtek will need to connect to and install equipment inside and outside of your premises. You or an authorised person over the age of 18 will be required to be home on the day of installation for a technician visit. This equipment remains the property of DGtek and fees apply if this

equipment is removed or damaged. You will be supplied with a suitable modem/router upon connection. You may bring your own however we may not be able to provide technical support.

### Inclusions and Exclusions

#### Voice services

Pineapple Net's service does not include access to a voice service. If you require access to a voice service we have a number of partners who we can refer you to.

#### Non-commercial purposes

The service is for residential consumers and used for personal or domestic purposes only.

#### Fair Use

You may not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach this including suspending or cancelling your service.

### Customer Support

Our Australian-based accounts and support team are available 9am–5pm business days.  
1300 857 501  
info@pineapple.net.au

### Complaints

If you aren't happy with our service and wish to make a complaint, visit the website or email [complaints@pineapple.net.au](mailto:complaints@pineapple.net.au).

If the issue is unresolved you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

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This summary valid as of January 2022.

