

Critical Information Summary- (Residential - Unlimited Plans)

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

Plans	Streamer 150/150 Mbps Download/ Upload *	Boost 250/250 Mbps Download/Upload *	Premium 500/500 Mbps Download/Upload*	Ultimate 1000/1000 Mbps Download/Upload*
Monthly Charge	\$59 For 9 months then \$65 ongoing	\$69 For 9 months then \$79 ongoing	\$79 For 9 months then \$99 ongoing	\$109 For 9 months then \$119 ongoing
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited
Minimum Term	30 days	30 days	30 days	30 days
Purchased Equipment (modem/router)	\$119 one off charge \$168 if paid over 12 months (\$14.00 p/m)	\$119 one off charge \$168 if paid over 12 months (\$14.00 p/m)	\$119 one off charge \$168 if paid over 12 months (\$14.00 p/m)	\$119 one off charge \$168 if paid over 12 months (\$14.00 p/m)
Total Minimum Cost – Hardware paid in full.	\$178	\$188	\$198	\$238
Total Minimum Cost – Hardware paid in installments.	\$227	\$237	\$247	\$287

Service Description

In the majority of cases, Pineapple Net's residential service uses DGtek infrastructure to provide a fibre to the premises ('FTTP') internet connection to your home. In some buildings, the service may use fixed wireless to the building to deliver internet connectivity. Plans are in place to migrate a number of these buildings to a DGtek FTTP connection. Pineapple Net's full fibre plans shown in the above table are only available to residential customers for personal or domestic use.

Service Availability

This service is only available within DGtek network. To check for FTTP availability, please visit pineapple.net.au

* Internet Speeds

Typical evening speeds are subject to change and are measured between 7pm-11pm. Speeds are not guaranteed and may vary.

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.

Purchased Equipment

You may be supplied with equipment upon connection of your Service. The cost is \$119 if paid in full or \$168 if you elect to pay in installments over 12 months being \$14.00 per month. You may bring your own modem/router however, we may not be able to provide technical support and you will need to contact the manufacturer directly.

Minimum Term

All of Pineapple Net's residential plans are supplied on a no-lock in contract. You can cancel this Service at any time by giving us 30 days' notice.

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 as per our Fair Use Policy.

Customer Support

Our Australian-based accounts and support team are available Monday – Friday from 9am-5pm (AEST).

1300 857 501

Accounts and Billing: accounts@pineapple.net.au

New Connections: sales@pineapple.net.au

Technical Support: support@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.

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 if you'd like an independent investigation.

Other Fees and charges

Credit Card surcharge – Services that are paid by Credit Card (Visa or MasterCard) may incur a transaction fee of up to 2.25%. You can pay by Direct Debit from your bank account to avoid these fees.

Late Payment fee – If your account is overdue and payment is not made by the due date, a late payment fee of \$15 may apply.

Service Equipment – Any unauthorized removal of DGtek Service Equipment may attract a fee of \$299.

This CIS is a summary only. Please contact Pineapple.net for further information or see our full [Master Services Agreement](#) on the website.

This summary valid as of 1st May 2024.