

Critical Information Summary.

OneQode Internet

ONEQODE

Information about the service

This overview will cover all of the important aspects of your OneQode co Portal service. It covers our commitment to you and contract obligations including length, service inclusions, delivery time, technical details and billing.

Service Overview

Contract Terms

OneQode offer this service on a recurring contract. The term of that contract will be selected during the checkout process within the OneQode Portal. We require a minimum of 14 days' notice to terminate your service otherwise we may have to bill you for the next month cycle.

Contract Terminations

You will be charged for 80% of your contracts total remaining value should you disconnect early.

If you placed an order by accident contact our team to remedy the situation ASAP.

Pricing Structure

The monthly charge is defined in the portal during the checkout process.

Additional equipment fees may apply if you require OneQode to provide additional equipment such as a router.

Prices are provided at time of ordering and form part of a binding agreement.

Billing

OneQode bill services monthly, in advance. Your billing period commences the day following service activation and your following invoice will be due 1 month from this date and therefore.

Expected Speeds

OneQode go above and beyond to deliver however your actual speeds your experience may vary due to a number of factors outside of our control such as 3rd party networks, unpredictable traffic spikes, global events etc.

Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers. Alternatively, you may purchase your router from us.

Portal

OneQode Provide a user portal that allows you to:

- Nominate contacts
- Modify and cancel the service
- View invoices
- Make manual payments
- Contact Support

Orders and Changes made from the portal are considered legally binding.

Visit: my.oneqode.com

Username: Email Address

Support

Guaranteed support between (8am-5pm) via our customer portal or support@oneqode.com.au

Complaints

If you have any concerns or complaints, please contact our team immediately via your preferred channel. If you are unhappy with your response you may contact our management team directly via hello@oneqode.com.au

In the event that you would like your issue further investigated you can contact the telecommunications Industry ombudsman by phone on 1800 062 058; by emailing tio@tio.com.au; by faxing to 1800 630 614 or by post to PO Box 276, Collins St West Vic 8007