

ClubCOM Internet Rates

as at 1st November, 2010.

Plan	Monthly Charge	D/Load	Over Limit Usage
Starter	\$29.95	2GB	Throttled speed to 128K
Basic	\$42.95	10GB	Throttled speed to 128K
Family	\$54.95	50GB	Throttled speed to 128K
Advanced	\$69.95	75GB	Throttled speed to 128K
Premium 150	\$89.95	150GB	Throttled speed to 256K
Unlimited Ultra	\$169.95	Unlimited	

Internet Notes:

1	The ClubCOM Ultra-High-Speed fibre currently shares an aggregated backhaul link. Users can expect to obtain download speeds in excess of 15,000Kbps download and 2,000Kbps upload at Sandhurst, Sanctuary Lakes, Sandarra & Esperance estates based on testing conducted in October, 2010. Different speeds may be obtained at different times depending on the number of residents using the network at the time and general internet congestion external to our site. ClubCOM conduct tests on a monthly basis and it is our intention to report these tests on our website at the end of each month.
2	ClubCOM throttle back the speed to 128Kbps, when you reach your download limit, or 256KB on Premium Plans, except on the Unlimited Ultra Plan. No upload usage will be charged, this means that your all of your limit is available for Downloading data.
3	You will be advised when you have reached your monthly download limit. No excess usage will be charged.

Note: The ClubCOM Internet connection is a pure Ethernet connection to an active internet access point in the home fitted with an RJ45 Socket to the internet connection point in the Wired Services Cabinet in the garage.

The connection from the garage to the ClubCOM Internet Connect Point is via a Fibre Optic Network. The backhaul connection to the internet is monitored to ensure that ClubCOM provide the speeds published.

If you need any assistance with the home connection please Call 1300 880 809 and ask the Control Room staff to email a message to ClubCOM technical Support.

ClubCOM Telephone Rates

** Note: Call CAP words changed to clarify First 10 or 30 mins, not any 10 or 30Mins

RESIDENTS Call Charges (Incl. GST)					
Call Charges	Connect	Per Min*	Cap	Time of Day	Limit
Resort	\$0.11	-			
Local	\$0.176	-			
Calls to 13 / 1300	\$0.209	-			
Sensis Services 12455	\$0.40	\$2.40			
Directory Service 1223	\$0.50	-			
1900 Information Services	Variable	Variable			
Fixed to mobile	\$0.22	\$0.33	\$2.09	Any	First 10 Mins
Interstate	\$0.22	\$0.22	\$1.98	Any	First 30 Mins
Capitals - Bris, Syd, Adl, Perth, Canberra	\$0.22	\$0.143	\$0.66	Any	First 30 Mins
	Monthly				
Line Rental	\$21.95				

Telephone Notes:

Be very careful about using the 12455 service to connect to a number 12455 is a Telstra service and Telstra charges a premium of \$2.40 per minute for the connection service to ClubCOM. This cost is passed on to your account with no margin from ClubCOM. If you allow the operator to connect you via this service you are diverting the call through the Telstra network rather than placing the call at ClubLINKS discounted rates. Please use 1223 to obtain the number and then hang up and dial the number.

Call Caps are for the first 10 or 30 minutes. If you plan to speak on the telephone for over the CAP please hang up and call again to maintain the cheaper call fee.

Some 1900 services are blocked because we are unable to pass on the one off per call fees on these special numbers.

ClubCOM Global Saver is a special package for people who make a large number of International Call, particularly if they are of long duration. (See rates on next page).

You must join Global Saver to get the benefit of these rates. **The Fee for Global Saver is \$5 per month.**

ClubCOM Global Saver Rates

Global Saver (Incl GST)	Flagfall	Per Sec.	Per Min.	30Min
Monthly Subscription	\$ 5.00			
INTL Argentina FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Bosnia and Hercegovina FIXED	\$ 0.165	\$ 0.00585	\$ 0.35100	\$ 10.70
INTL Brazil FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL Canada FIXED	\$ 0.165	\$ 0.00045	\$ 0.02700	\$ 0.98
INTL Croatia FIXED	\$ 0.165	\$ 0.00203	\$ 0.12150	\$ 3.81
INTL Cyprus FIXED	\$ 0.165	\$ 0.00203	\$ 0.12150	\$ 3.81
INTL Czech Republic FIXED	\$ 0.165	\$ 0.00203	\$ 0.12150	\$ 3.81
INTL China - Peoples Republic FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Egypt FIXED	\$ 0.165	\$ 0.00675	\$ 0.40500	\$ 12.32
INTL Fiji FIXED	\$ 0.165	\$ 0.01103	\$ 0.66150	\$ 20.01
INTL France FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Germany FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL Greece FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Hong Kong FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL India FIXED	\$ 0.165	\$ 0.00518	\$ 0.31050	\$ 9.48
INTL Indonesia FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL Irish Republic; Eire FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL Israel FIXED	\$ 0.165	\$ 0.00248	\$ 0.14850	\$ 4.62
INTL Italy FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Japan FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL Lebanon FIXED	\$ 0.165	\$ 0.00405	\$ 0.24300	\$ 7.46
INTL Macedonia FIXED	\$ 0.165	\$ 0.00450	\$ 0.27000	\$ 8.27
INTL Malaysia FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL Malta FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL Netherlands FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL New Zealand FIXED	\$ 0.165	\$ 0.00090	\$ 0.05400	\$ 1.79
INTL Pakistan FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL Philippines FIXED	\$ 0.165	\$ 0.00608	\$ 0.36450	\$ 11.10
INTL Russia FIXED	\$ 0.165	\$ 0.00203	\$ 0.12150	\$ 3.81
INTL Singapore FIXED	\$ 0.165	\$ 0.00045	\$ 0.02700	\$ 0.98
INTL Slovakia FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL Slovenia FIXED	\$ 0.165	\$ 0.00203	\$ 0.12150	\$ 3.81
INTL Spain FIXED	\$ 0.165	\$ 0.00113	\$ 0.06750	\$ 2.19
INTL Sri Lanka FIXED	\$ 0.165	\$ 0.00450	\$ 0.27000	\$ 8.27
INTL Syrian Arab Republic - FIXED	\$ 0.165	\$ 0.01350	\$ 0.81000	\$ 24.47
INTL Taiwan FIXED	\$ 0.165	\$ 0.00068	\$ 0.04050	\$ 1.38
INTL Thailand FIXED	\$ 0.165	\$ 0.00248	\$ 0.14850	\$ 4.62
INTL Turkey FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL United Kingdom FIXED	\$ 0.165	\$ 0.00045	\$ 0.02700	\$ 0.98
INTL Uruguay FIXED	\$ 0.165	\$ 0.00385	\$ 0.23085	\$ 7.09
INTL USA FIXED	\$ 0.165	\$ 0.00045	\$ 0.02700	\$ 0.98
INTL Vietnam FIXED	\$ 0.165	\$ 0.00563	\$ 0.33750	\$ 10.29



ClubCOM Internet & Telephony Connection Fees

Sanctuary lakes Resort, Sandhurst Club & Sandarra Fibre to the Home Networks

	Scenario	Fee Charged (GST Inc)
1	New connection to Telephone only that requires a technician to visit the home.	\$250.00
2	New connection to Telephone & Internet that requires a technician to visit the home.	\$350.00 (\$250.00 for Telephone, \$100 for Internet)
3	New connection to Internet that is a self-installation.	\$140.00
4	Technical assistance on site	\$82.50 per hour, Minimum charge 1 hour plus parts required.
5	Telephone connection where a connection has previously been made to the network (i.e., The account just needs to be setup by ClubCOM)	\$55.00
6	Internet reconnection where a connection has previously been active and the account only needs to be made active and any emails created for the new tenant or owner.	\$70.00

For information on any ClubCOM services or questions about wiring your home please contact:

Brian Mollet
Manager Infrastructure

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