



Kiara

Home Owner's Manual
39 McIntyre Street, Narrabundah ACT



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Introduction

Congratulations and thank you for your decision to purchase a home at Kiara built by Milin Builders!

This Home Owner's Manual has been designed to provide you with useful information about your new home. It's a guide to moving in, establishing your service accounts and caring for your property.

In addition to this, it includes essential details in relation to manufacturer's instructions, operating manuals and warranty information. This guide aims to assist in the preservation and longevity of the finishes and fixtures within your home.

From time to time you may be required to enlist the assistance of a tradesperson to come to your home. If this is the case, it's important that you only deal with a fully qualified professional and as such, we have compiled a list of preferred contractors and suppliers for you.

Please take the time to read through the information provided and we thank you again for choosing to purchase a home built by Milin Builders.

Sincerely,
Milin Builders





Important Information

Dear Owner,

For your safety and trouble-free operation of your new appliances, please read the manuals and information provided within this Home Owner's Manual carefully and observe all of the manufacturer's 'Warning', 'Caution', 'Danger', 'Note' and 'Do & Do Not' points within the individual manuals.

Maintenance and/or repairs of the appliances must be carried out by a licensed and approved installer or supplier, information of which is supplied within this manual under 'Contacts for Service Personnel'.

Failure to observe the above points may lead to warranty cancellation, as well as the risk of electric shock or fatal injury.

Before calling for assistance, please read the 'Trouble Shooting' or 'Problem Solving' section within the appropriate appliance/equipment manual. Also note that all information contained within this manual is supplied in good faith, utilising information supplied by the installers or suppliers of the relevant appliances and was correct at the time of publication.



**Please retain this manual in a safe place for future use and reference.
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Rules and Information

The following rules and recommendations are related to the new Kiara development, located at 39 McIntyre Street, Narrabundah ACT 2604 and must be followed in order to satisfy Fire Brigade, Australian Building Standards and Warranty regulations.

Fire Safety Requirements

- **Interfering with any fire door (ie. entry door to Apartments, fire stairs and hallways) is strictly forbidden as per ACT Fire and Rescue regulations. This particularly includes propping open fire doors so that they stay open while residents are moving in and out. Doing so will damage the door hinge and render the fire door inoperable, as well as reducing the integrity of the bounding fire rated construction. Furthermore, warranty on the door will be void in doing so.**
- It is the individual Owner's responsibility to maintain smoke detectors/alarms in good operative condition inside of your home. This includes replacement of the backup batteries in the smoke alarm unit itself, refer to the attached user manual for further information.
- Installation of security chains and dead locks are not recommended. Dead locks and chains can impact on your escape from a fire or other emergency, and the fitting of such devices to doors may be against ACT building and/or fire regulations.
- Storing any materials in the fire stairwells is strictly forbidden as per notices inside the stairwells titled 'Offences Relating to Fire Stairs'.
- Storing or placing any items in the Service cupboards (ie. Communications cupboard or Electrical Switchboard cupboard), such as cleaning products and equipment, boxes etc, is strictly forbidden.
- Parking on the basement ramp is strictly forbidden.
- The use of fire extinguishers and fire hose reels for any purpose other than firefighting is strictly forbidden. This includes all extinguishers and fire hose reels in the car park.
- Due to the sensitive nature of the fire detection system installed within the development, smoking in the common area stairwells and corridors is strictly forbidden. Smoke detectors outside of individual Apartments will automatically trigger a 'general' fire alarm, which will call ACT Fire and Rescue. ACT Fire and Rescue will charge the Body Corporate a call out fee for any false alarms induced by cigarette smoke or other factors such as dust and cooking steam / smoke.
- Smoke alarms within each individual Apartment do not cause a 'general' fire alarm when triggered and only sound within that home. Home Owners need to be particularly aware of this as Apartment residents may be tempted to open the entry door to allow smoke from burnt toast or similar to leave the Apartment. This has the risk of being sensed by the smoke detectors within the corridor and thereby triggering a 'general' fire alarm.
- In case of a fire, an alarm may sound, please exit your home promptly and close the front door. The escape route will be marked by green exit signs. Do not use the lifts during a fire. Please familiarise yourself with the fire safety devices, such as the fire extinguishers and fire hose reels etc.

Body Corporate Rules Related to Fire Safety

- Notices are typically provided by the Body Corporate or Property Manager regarding the fire safety systems within the building and particularly, regarding any maintenance or testing.
- A means of gaining access to the entry doors of all Apartments will be stipulated so that regular maintenance can be provided to these fire doors.
- A notice will be provided to all residents instructing that no screen doors are permitted to be installed on Apartment entry doors as this will result in the likely chocking open of the doors and a reduction in the fire integrity of the bounding construction.

Under no circumstances are fire hose reels to be used for washing vehicles or carpark pavements.



The provisions listed in this Section are to be strictly adhered to. The requirements listed in this section relate to Essential Services and as such, all fire safety systems should be identified as ongoing maintenance and certification at appropriate intervals in order to comply with Australian Standards and Section E of the National Construction Code (NCC) (formerly known as the Building Code of Australia – or BCA) is required.

The development does contain performance-based fire safety design solutions which are documented within a Fire Engineering Report. These solutions have been approved by ACT Fire and Rescue as per ACT building legislative requirement.

If there are building alterations or additions, a change in use, or changes to the fire safety measures in the future, a reassessment will be required to verify consistency with the assessment in the alternative solution report.

Tenant and Owner Information

Tenants and Owners should note that the Body Corporate may have rules and information that are of a more general nature, such as gym operational hours. You will need to liaise with the Body Corporate directly concerning these.

Please note that storage cages are not waterproof and that moisture levels are higher than that of habitable areas, as such items may be affected by moisture. The basement is also fire sprinkler protected and damage can occur to personal items if the sprinklers are activated.

The following items are NOT to be held in the basement storage areas:

- Any fresh or frozen food items including meat, fruit and vegetables
- Corrosive liquids and solids such as acids, fertilizers etc
- Explosive and combustible materials such as fireworks, flares etc
- Flammable liquids such as Fuel (diesel, petrol, thinners, oils, paints, gas bottles, etc.)
- Timber products that may attract termites and white ants, such as cardboard, paper, timber furniture, boxes etc
- Items that may become affected by moisture.

It will become the Body Corporate's responsibility to engage a licensed professional to attend to and carry out routine maintenance on the following items:

- Automatic Fire Alarm and Detection Systems as per AS 1851 2012
- Fire Extinguishers
- Fire Doors and Frames
- Fire Hose Reels
- Garbage/Waste Rooms
- Garage Doors
- Emergency and General Signage
- Common Area Electrical Items
- Irrigation Systems
- Lifts
- Carpark Ventilation System
- Gym Equipment

It is also the Body Corporate's responsibility on a regular basis to engage a qualified professional to inspect and clean the gutters, storm water pumps and pits, drains, sumps and grates located throughout the common areas of the development (ie. roof, carpark area, ground floor and surrounding areas).

Failure to observe the above items may result in damage to property and dwellings.

As per Building Authority regulations and relevant ACT legislation, the carpark is ventilated by the means of mechanical ventilation. The ventilation system needs to be active 24 hours every day. You may notice some noise in the basement daily between approximately 12pm and 1pm when it is operating at its peak, at a time to minimise disruption to residents.

ON/Auto OFF control devices are installed within the Basements to control the ventilation system as per requirements of AS/NZS 1668.1-2015.

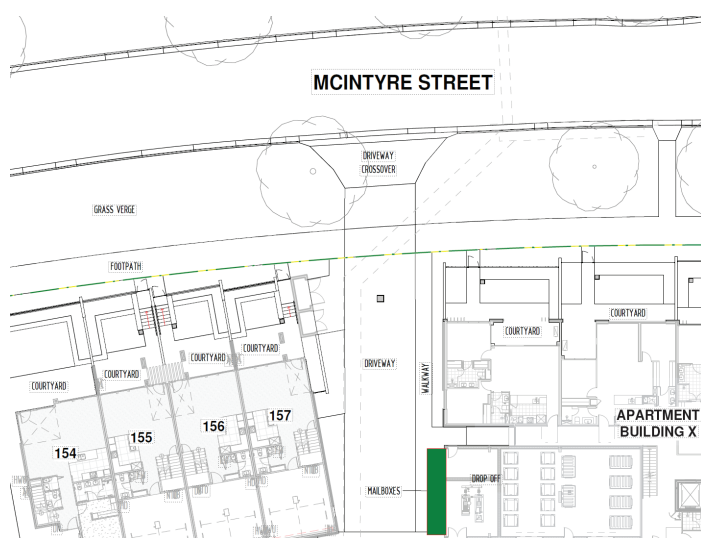
Smoke detectors are installed on these Basement ventilation fans and will shut these fans down on detection of smoke. Automatic reset of these fans should be possible by Authorised Personnel in the Fire Fan Control Panel (FFCP). Manual control of these fans is provided for fire fighters at the FFCP.

Keys, Remotes, Access Fobs and Letterboxes

Each home will receive 2 main door keys, as well as a number of other keys and controls associated with their home, such as carpark remote controls, security fobs, mailbox keys, window and sliding door keys. If duplicate keys, fobs or swipes are required, please contact the Body Corporate's Strata Manager who will be able to arrange this. NOTE: Basement entry and Townhouse garage door remotes can be de-magnetised if exposed to other devices.

Letterbox Location

The letterboxes are located outside Building X along the driveway between Building X and Townhouse 157 (when entering off McIntyre Street), as per the diagram below. The keys to your letterbox are provided to you in your Settlement Pack.



Water, Gas and Electricity

Water Supply

The overall Kiara development has one common water meter located on the main driveway into the complex in the Water Service meter room (outside of Townhouse 157). Shutting off the main valve will cut all domestic water supply to the entire development. Please note that inside the main shut off valve room, you will also find the 'Fire Main' shut off valve, which UNDER NO CIRCUMSTANCES is to be interfered with. Closing of this valve by any person other than authorised Fire Brigade Officers is a criminal offence.

Townhouses have their own water sub-meter to measure water consumption individually.

Hot Water Supply

Apartments - The hot water to your Apartment is supplied via a common gas hot water system. This system comprises common hot water heaters 'powered' by gas. From these heaters, the hot water is reticulated throughout the building to each apartment. The hot water to each individual apartment is metered.

The hot water usage measured by each apartment's hot water meter is subsequently used to calculate the gas consumption cost for each Apartment.

Please Note: The hot water available to your kitchen sink and laundry is not tempered and can reach as high as 70 Degrees Celsius (apartments only).

Townhouses - Each Townhouse is provided with its own gas instantaneous hot water system. They are fitted with their own individual gas meter that records the gas consumption associated with their cooktops, instant hot water system and external gas bayonet point.

In addition, each home is provided with an RMC High Performance Tempering Valve, which controls the maximum hot water temperature available to specific fixtures within your home such as hand basin(s), shower(s), and bath (if installed). The Valve limits the hot water to 48 degrees Celsius as per the relevant regulations and legislation. This is to prevent scalding and as such the water temperature is not 'User Adjustable'. Interfering with and/ or readjusting the tempering valve is strictly forbidden as per regulations. All maintenance and repairs on tempering valve units are to be carried out by a **licensed plumber**.

Shut Off Valves – Cold and Hot Water

Please refer to the 'Water/Gas Meter and Shut Off Valve Location' section on page 16 for location detail to control the water supply for each individual home.

Apartments - Each apartment has the following individual control points: stopcocks for hot and cold water, hot water meter, tempering valve and pressure limiting valves. The location of these valves is in the corridor ceiling outside each apartment (access panel above entry door). In addition, isolation valves have been installed to the kitchen, laundry and bathrooms (typically within the cupboard space). Please note that there are 2 separate Shut Off valves per unit (HOT and COLD) and care should be taken when touching the HOT valve as temperature of the surrounding pipes and the valve itself may reach as high as 70 Degrees Celsius.



Townhouses - Each Townhouse has the following control points: stopcocks for hot and cold water, tempering valve and pressure limiting valves. The location of these points varies with the stopcock and pressure limiting valve for the cold water supply being within the individual water meter pit for each Townhouse. The hot water stopcock and tempering valve are located with each Townhouse's instantaneous hot water unit.

Gas Supply

The gas supply serving all Apartments is located within the enclosure beside the main carpark entry. It supplies gas to the Common Hot Water System and should not be turned off under any circumstances except for in an emergency.

The Townhouses are supplied gas via individual gas meters. Hence, the isolation of gas to an individual Townhouse may occur without affecting other Townhouses or Apartments.

Electricity Supply

The Electricity supply to the development is individually metered.

Each Apartment and Townhouse has a dedicated switchboard located internally within the residence. The electrical meters monitoring each Apartment and Townhouse's electricity consumption are installed within separate meter panels that are located within various common areas throughout the development. This is to facilitate the reading and maintenance of meters without the need to access the homes.

Each switchboard contains the main isolation switch, consumer fuses and RCD fuses. Should you experience a power outage or your lights trip, please call the electrician from the 'Contacts for Service Personnel' section located within this handbook. Consumer switchboards need to be accessible at all times, hence the switchboard should not be covered or obstructed. Any work associated with the electrical supply and distribution cabling or electrical fixtures / appliances needs to be performed by a licensed electrician. This includes the installation of any hard-wired appliances. The connection of this service to the home is the occupant's responsibility and needs to be arranged through an appropriate supply company. Please make sure all circuit breakers are in the 'off' position before connection takes place.

Further information relating to the electricity supply and applying for its connection has been provided within an attached document. Please refer to the 'Electrical Meter Location' section on page 18 for further information.

Communications, CCTV, Parking and Waste

Communications Supply

Kiara's broadband communications infrastructure is via a fibre optic cable network (ie. is effectively a 'Fibre-To-The-Home', or FTTH, installation). This infrastructure has been installed by Opticomm.

From a home's data and/or communications outlet to the broadband communications infrastructure (at the home's communications hub) the Home is then provided with data and communications wiring (CAT6) to areas within each Home as specified on the Inclusions List. In Apartments, the Communications Hub is usually located in a bedroom wardrobe and in the Townhouses, in the garage. Should you require any configuration work to be performed, please contact the communications installer from the 'Contacts for Service Personnel' section located in this handbook. All work performed on the wiring needs to be done by a licensed telecommunications technician.

The connection of the above services is the owner's responsibility and needs to be arranged through an appropriate Internet Service Provider (ISP) as per the information provided. Information on Opticomm is available in an enclosed document.

Telephone, Data and TV

- Telephone and data connection are available via your selected Internet Service Provider (ISP) using the outlets provided in your home.
- Access to the Communication Rooms/Main Distribution Frame (MDF) to connect your telephone and/or internet service should not be required. However, should this be required please contact your Building Manager or Strata Manager.
- Your home is Foxtel ready, meaning a Foxtel box may be plugged in for the service to be live. A Foxtel subscription is required for connection so if you aren't already subscribed, please contact Foxtel directly. Your property address will be required when setting up your Foxtel account.
- Free to air TV channels can be directly accessed from the TV outlets provided within the home.



CCTV Coverage

Apartments - There are seven CCTV cameras: a single camera in each of the 4 x Apartment building main entries, one camera covering the Basement carpark entry and one camera in each of the carpark tunnel foyers of Blocks X and Y. These capture real time images that can be viewed on the television in your home when tuned to Channel 401. It should also be noted that these images are also recorded for security purposes and the footage can only be viewed by people authorised by the Body Corporate.

Townhouses - There are no CCTV cameras associated with the Townhouses.

Parking for Residents and Visitors

Visitors - There are two dedicated visitor parking bays located at the end of each of the internal roads.

Apartments only - Entry into the Basement carpark can be gained by using the remote control for the Basement entry roller shutter. Please only park in a car parking bay that has your Apartment number on it.

Townhouses only - Each Townhouse has its own dedicated garage that can only be accessed using the uniquely coded garage door remote control.

Waste Removal

Household garbage and recycling waste is to be deposited as designated below.

Apartments in Buildings X and Y - in the dedicated garbage and recycling bins in the refuse rooms in:

- Bldg X - Refuse Room #2 outside carpark entry ramp.
- Bldg Y - Refuse Room #3 across from Townhouse 161.

Apartments in Buildings A and B - In the garbage and recycling chutes in the Refuse Rooms on each level.

Townhouses 148 to 157 - In the dedicated garbage and recycling bins in Refuse Room #2 outside of the carpark entry ramp.

Townhouses 158 to 166 - In the dedicated garbage and recycling bins in Refuse Room #3 across from Townhouse 161.

Please adhere to the recycling rules and note that the waste chutes have limitations on the size and type of materials able to be placed within them. Non-household waste items such as furniture and electrical items etc are not allowed to be deposited within Kiara. Other types of materials may also need to be managed due to the noise potentially generated as they descend within the chutes. The Body Corporate will be responsible for managing the waste removal.

Air Conditioning and Cleaning

Please refer to the documents for user information and all warranty information as directed in this manual (from page 21). Airconditioner condensers are NOT to have materials stored in front of them as this will damage the unit. Any warranty will be voided.

Ventilation and Condensation

In modern apartments and townhouses, all openings are tightly sealed. This makes the home more energy efficient as it reduces the loss of heat in winter and cool air in summer. One of the side effects of reducing air leakage is that moist air is also kept inside. The moist air may, in turn, lead to the formation of condensation.

The most effective method of minimising moist air within the home is the use of extraction fans. Bathroom and laundry extraction fans are connected to the light switch. This greatly assists in removing moist air from within the home. Please also note that the power point inside of the laundry is connected to the laundry's light/fan switch, this ensures that the fan is running while the washer/dryer is in operation.

Other ways to assist in managing condensation and the subsequent risk of mould include:

- When weather allows it, open windows and leave a small gap where possible.
- Clean the wet areas of the home regularly. Avoid drying laundered clothes inside.
- Ensure steam is extracted when cooking by opening a window and using the rangehood.
- Dispose of any wet, musty smelling items.

Please refer to the ACT Government fact sheet "Mould and Condensation – important information from Housing ACT" found at www.dhcs.gov.au.

General Cleaning and Maintenance

• **Vacuum Cleaning (carpeted areas)**

All areas should be vacuumed with an upright suction cleaner with a pile beater at a minimum of once per week. The pile beater may consist of revolving bristle strips or a beater bar/bristle strip combination. It is recommended that the vacuum cleaner have an adjustable height beater. The height should be checked and adjusted each time the cleaner is used, to ensure that the carpet pile is not damaged by excessive vigorous beating. Several passes should be made over each area to ensure efficient removal of soiling material.



- **Periodic Deep Cleaning (carpeted areas)**

Periodic cleaning is to be carried out annually using the hot water injection and extraction method ('steam cleaning') with a smooth wand attachment. Hot water injection solution shall be maximum of 50 degree Celsius in the solution tank. Ensure that the solution application is uniform, that it is the minimum required to clean the carpet and that it is left for the minimum time on the carpet before being extracted. It is also necessary to extract the solution evenly and thoroughly to be sure that the moisture content of the pile is even throughout and as low as possible to assist the drying process.

An adequate flow of drying air must be provided to allow the carpet to dry out in a reasonable time. Because each floor of modern buildings are effectively sealed, the air conditioning system should be run at a temperature of 20-25 Degrees Celsius while the carpet is being cleaned and then for a further 24 hours after completion of cleaning.

- **Spot Cleaning (carpeted areas)**

Spillages, spots and stains should be removed as soon as possible after they have occurred. Highly alkaline spot cleaning chemicals should be avoided. However, if necessary to remove difficult stains, the spot must be neutralized after cleaning by applying dilute acid (eg. white vinegar) before the spot is allowed to dry out.

- **Glass**

In order to prolong the life of your glass windows, please observe the following recommendations from the manufacturer - these windows have a very thin coating on the interior glass surface. It is this hard and durable coating which provides the product with improved thermal insulation and solar control performance compared to ordinary clear glass. The coated surface does clean differently to ordinary glass and these guidelines are recommended for the most appropriate hand cleaning results.

Hand cleaning of the coated (interior) surface, to visibly remove accumulated dust or fingerprints, can be accomplished using a number of different glass cleaning products.

The exterior surface of the glass is not coated so can be cleaned in the same fashion as ordinary glass. Recommended cleaning products include Windex® Multi-Surface Cleaner or a mixture of one part vinegar to ten parts water. In addition to the above products, commercially available vinegar-based glass cleaners have generally demonstrated an ability to provide a clean, streak free glass surface. The manufacturer does not recommend the use of ammonia-base and alcohol-base glass cleaners because these products tend to leave visible streaks.

- While cleaning, ensure jewellery and watches are removed and gloves should be worn.
- Flood the glass surface with the spray-on cleaning solution or with a cloth saturated with the cleaning solution. Be generous with the amount of solution.
- Scrub the wetted surface with a clean, lint free towel or cloth. Wipe dry with a dry, clean, lint free towel or cloth. Do not use a squeegee on the coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.
- Do not use razor blades, steel wool, scouring bristles or other metallic or abrasive objects on the coated surface. If metallic objects contact the coated surface, a thin layer of metal removed from the object may be deposited onto the surface which results in a discoloured stain that is difficult to remove using normal cleaning procedures.

- **Benchtops**

The benchtops (kitchen and bathroom) are a reconstituted stone material that will require minimal maintenance and return years of service provided the following simple rules are followed:

- Do not sit, lean or place heavy objects on unsupported parts of the bench top. The bench tops are made using reconstituted natural stone and are not a flexible material. Care should be taken not to overload them.
- Do not place hot pots and pans directly on to the bench surface as discoloration and cracking may occur. Always use heat resistant spacers.
- Do not place liquids, particularly coloured liquids (eg. cordials, wine, vinegar) directly on the surface, as the tops are porous and may absorb the liquid and stain.
- Do not use abrasives to clean the bench tops as they will scratch. Use a good quality surface spray and soft cloth or sponge only.
- Do not place objects that may scratch the surface of the bench tops. Always use pads.
- Do not cut food directly on the benchtop as it will scratch and chip. Use a chopping board.



Timber Flooring Care and Maintenance Guide (where selected)

Cleaning and Care:

- Immediately – Clean up any liquid or water-based spills or any other potentially staining marks using a dry, clean cloth. Though QuickStep/Premium Floors are resistant to most spots and stains, some materials or colourants such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes (eg. mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- Daily, or as required – Remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (bristles down and powerhead off).
- Weekly – We strongly recommend you use the QuickStep Cleaner as the maintenance fluid for your Nature's Oak flooring (following the directions for use on the label) to remove any footprints, dirt and other stains or marks. Never use soap-based detergents or 'supermarket type' cleaners. Never flood the floor with water. Excessive water can damage your timber floor. Promptly soak up bulk liquid spills.
- As required – Stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.
- Use high density felt floor protectors on the underside of all moving furniture or furniture that may be moved from time to time to help prevent premature wear and scratches.
- Install protective, clear vinyl chair mats under any office chairs or castor wheels that may be used in areas where your timber flooring is installed. Avoid plastic or castor wheel use directly on the surface of your floor.

When cleaning the floor, never use:

- Abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Soap-based cleaners, oil, wax or polishes as these finishes may make the floor slippery and leave a dull finish on the floor that may not be possible to remove.
- A steam-mop or steam-cleaner.

For these homes with timber flooring installed, you have also been provided with a QuickStep Professional Maintenance Kit to assist in your cleaning of their product. This was supplied inside your home ready for settlement. They can also be purchased from a QuickStep/Premium Floors Nature's Oak retailer.

Maintenance Guide - Refer to the Maintenance information supplied by the manufacturer via the below QR Code. Warranty information is included at the end of this manual (from page 21).





Appliances and Fittings

The following information has been provided within this Owner's Manual by Harvey Norman for the kitchen and laundry appliances used within the development:

- Warranties
- Care and Maintenance
- Instructions for Use.

DOCUMENTS FROM PAGE 21 OR REFER TO HARVEY NORMAN DIRECTLY.

Outdoor Areas

The use of loose furniture; light-weight sheets or covers (including loose BBQ lids); and the like is **NOT** appropriate on high-rise outdoor terraces and balconies where wind conditions create a risk for such items.

The use of light weight furniture is **NOT** recommended unless it is securely attached to the balcony or terrace floor slab.

Queries regarding the external windows / doors and balustrades should be directed to the Body Corporate or Building Manager.







Colour Scheme Materials and Finishes

The following tables outline interior finishes from the original colour scheme selected and will be useful if you ever need to undertake maintenance (such as touch-ups to the paintwork) within your home. Please note that slight variations in colours may occur due to batching, etc. Please test all colours in an inconspicuous area first. Please also note that the colour schemes are as per the standard inclusions and do not represent any individual variations that may have been requested by individual purchasers.

Colour Scheme - Light				
Area	Colour	Finish	Code	Brand / Supplier
General walls	Antique USA	Low Sheen	1177990.415	Wattyl ID Advance
Ceiling	Toned	Toned	43158563.415	Wattyl Ultra Toned
Doors/Skirtings/ Architraves	Alabaster	Satin	117371.410	Wattyl Aqua Trim
Carpet (apartments)	Grey Drew 905	Twist Pile	St.Helier	Tuftmaster
Carpet (townhouse)	Wind Spray 715	Twist Pile	Elegant Reflections	Godfrey Hirst
Floor Tiling	Light Grey	Matt	CH0006	Rivoland
Wall Tiling	White	Satin Groove	MA0008	Rivoland
Balcony Tiling	Grigio 20MM	External	MAR795	Rivoland
Timber Flooring	Lunar White – Vibrant Grade	Nature's Oak	400047602	QuickStep/Premium Floors

Colour Scheme - Medium				
Area	Colour	Finish	Code	Brand / Supplier
General walls	Lexicon ¼ new	Low Sheen	1177990.415	Wattyl ID Advance
Ceiling	Toned	Toned	43158563.415	Wattyl Ultra Toned
Doors/Skirtings/ Architraves	Alabaster	Satin	117371.410	Wattyl Aqua Trim
Carpet (apartments)	Grey Drew 905	Twist Pile	St.Helier	Tuftmaster
Carpet (townhouse)	Wind Spray 715	Twist Pile	Elegant Reflections	Godfrey Hirst
Floor Tiling	Mid Grey	Matt	CH0007	Rivoland
Wall Tiling	White	Satin Groove	MA0008	Rivoland
Balcony Tiling	Grigio 20MM	External	MAR795	Rivoland
Timber Flooring	Kilimanjaro – Vibrant Grade	Nature's Oak	WBO5008	QuickStep/Premium Floors



Colour Scheme - Dark

Area	Colour	Finish	Code	Brand / Supplier
General walls	Alabaster	Low Sheen	1177990.415	Wattyl ID Advance
Ceiling	Toned	Toned	43158563.415	Wattyl Ultra Toned
Doors/Skirtings/ Architraves	Alabaster	Satin	117371.410	Wattyl Aqua Trim
Carpet (apartments)	Crayola 970	Twist Pile	St.Helier	Tuftmaster
Carpet (townhouse)	Crayola 970	Twist Pile	St.Helier	Tuftmaster
Floor Tiling	Dark Grey	Matt	CH0005	Rivoland
Wall Tiling	Light Grey	Satin Groove	MA0009	Rivoland
Balcony Tiling	Grigio 20MM	External	MAR795	Rivoland
Timber Flooring	Haus Dark – Accent Grade	Nature's Oak	400037064	QuickStep/Premium Floors





Contacts for Service Personnel

Warranty Information

We understand that from time to time you may encounter issues with your appliances. If this is the case, we ask that you contact the supplier or manufacturer directly on the numbers provided below. Be prepared to provide the model and serial number of the appliance, along with the settlement date of your Home.

Warranties generally cover the product from defects for a minimum period of 12 months from the date of settlement; however, we ask that you refer to the enclosed warranty card for definitive timeframes.

Please see enclosed appliance manuals for Directions of Use and related warranties.

Strata/Building Contacts:

For **Civium Strata Management** please call **1300 724 256** during business hours or email clientservices@civium.com.au and provide them with your address.

Kiara's **Building Manager** is

Barry Taylor

Email: kiarabm@civium.com.au

Or contact directly on:

0497 777 135

Strata Manager is Tristan Veurink

(email: tristan.veurink@civium.com.au)

Area	Colour	Finish	Additional Information
Dishwasher	Harvey Norman	Customer Service	1300 464 278 HNCTP.CustomerService@au.harveynorman.com
Oven	Harvey Norman	Customer Service	1300 464 278 HNCTP.CustomerService@au.harveynorman.com
Cooktop	Harvey Norman	Customer Service	1300 464 278 HNCTP.CustomerService@au.harveynorman.com
Rangehood	Harvey Norman	Customer Service	1300 464 278 HNCTP.CustomerService@au.harveynorman.com
Washer/Dryer	Harvey Norman	Customer Service	1300 464 278 HNCTP.CustomerService@au.harveynorman.com
Airconditioner	Millenium	Pat Barr	0457 444 494
Electrician	All Star Electrical	Joe Tominac	0418 624 632
Plumber	Advanced Plumbing	Jason Hooper	(02) 6280 9939
TV Phone & Security	All Star Electrical	Joe Tominac	0418 624 632



Water/Gas Meter and Shut Off Valve Location

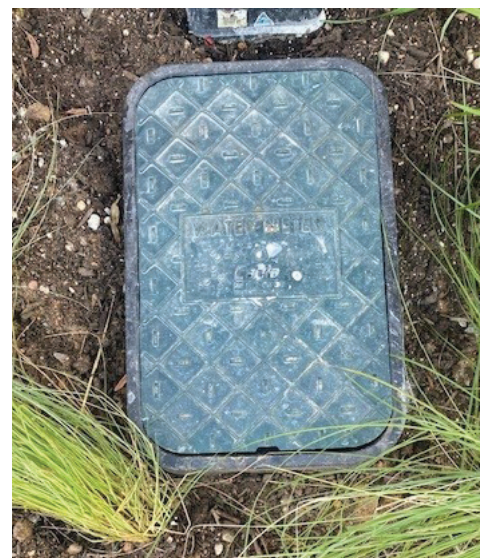
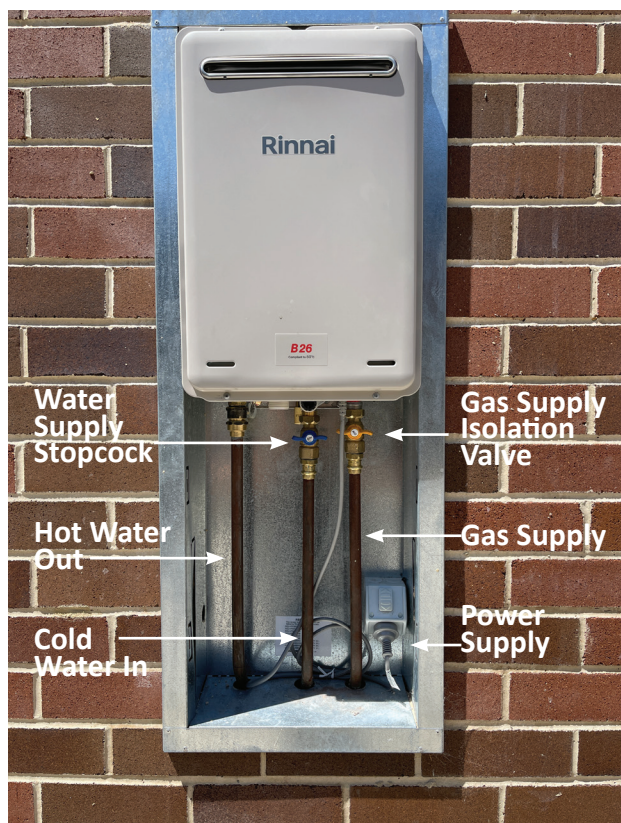
Apartments only

Located in the access panel above your Apartment entrance door (in the corridor). Open the panel to find the Shut Off Valve's and the Gas Hot Water Usage meter (white box). Note the serial/unit number.



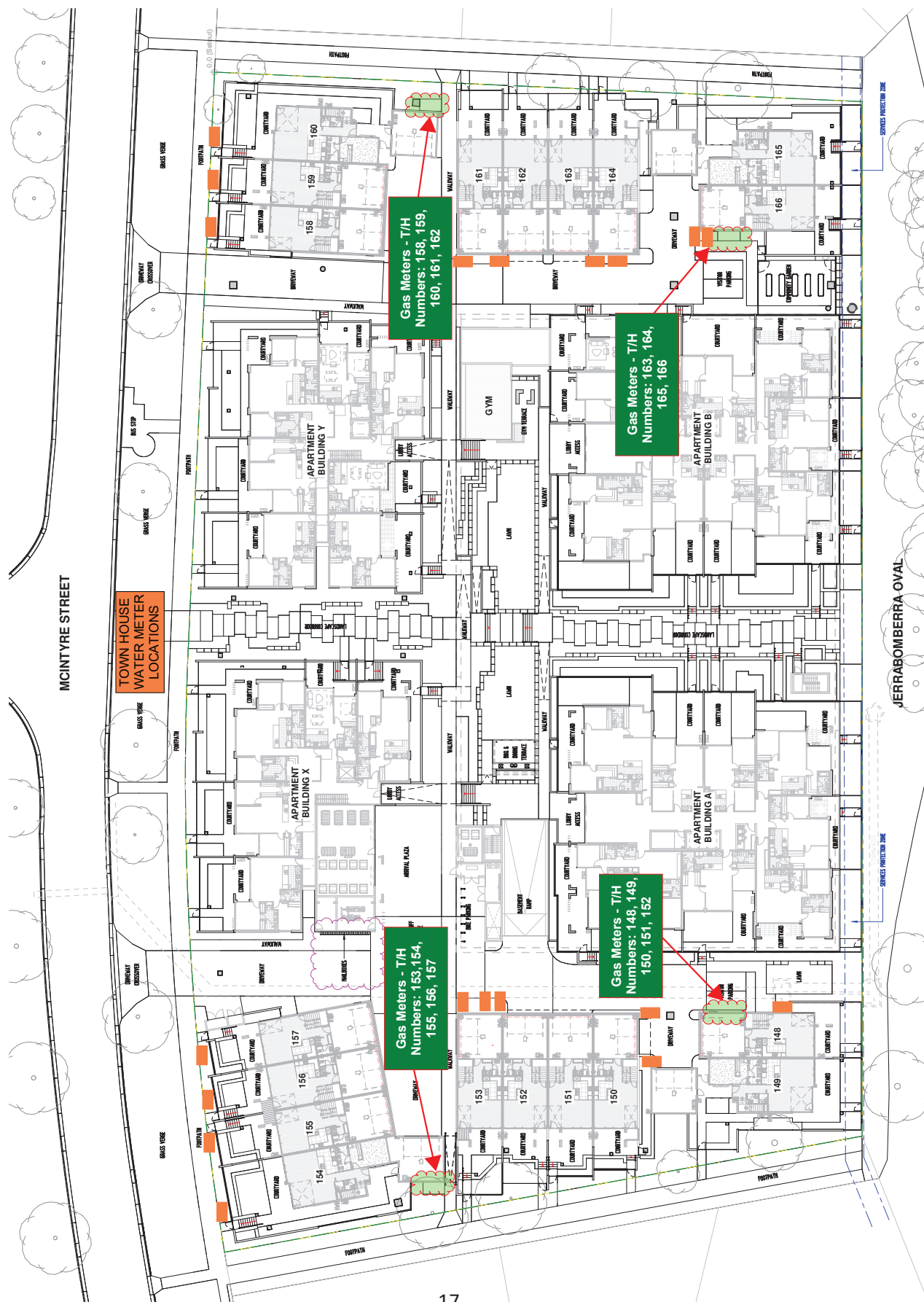
Instant Hot Water System and Water Meters

Townhouses only



Water and Gas Meter Locations

Townhouses





Electrical Switchboards

Apartments and Townhouses

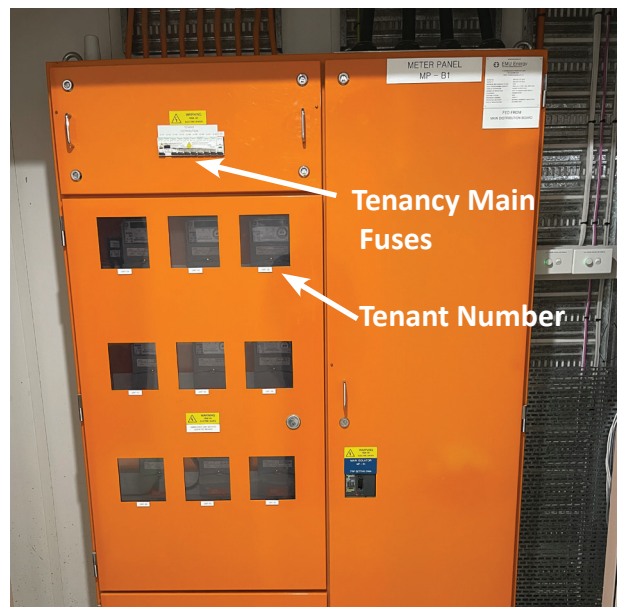
Located internally in the homes, typically in a bedroom wardrobe.



Electrical Meter Location

Apartments

The meter panels for the Apartments are located within electrical services cupboards upon each floor of the Apartment buildings. The electrical access door is located in the corridor (next to the lift).



Townhouses

The meter panels for the Townhouses are similar in construction to the Apartments but have been located within Basement and Podium common areas that are accessible for maintenance and reading purposes.



Defects Management

270-day maintenance period

At Milin Builders, we pride ourselves on delivering high quality living and good investments to our clients. Under your contract, there is a maintenance period of 270 days which gives Milin Builders the opportunity to work with you to make good any defects which may not be evident at the time of settlement. We have a specific process for submitting maintenance claims to ensure they are attended to in an efficient and reasonable time frame.

At around 10 weeks from settlement, Milin Builders will send you a letter requesting that you report your initial 90 day maintenance issues so they can work to rectify these for you. Please remember that issues relating to your appliances, electrical, airconditioning and plumbing etc should first be addressed with the contractors/suppliers before contacting Milin.

Owners may notify Milin of subsequent defects that arise up to 270 days from settlement. These should be sent to Milin's Quality Controller via email at kiara@milin.com.au with the following particulars:

- 1) In the **subject** line of the email, include the project name and your unit number (eg. Kiara Unit 999).
- 2) In the **body** of the email include:
 - a) Your first and last name and a contact phone number available during business hours AND
 - b) The name and mobile number of the person who will enable access into the unit AND
 - c) Details of your maintenance issue/s, including attaching photographs where applicable.

Maintenance days with relevant contractors will be arranged to attend to your issues and you will be given notice of these. Any new issues highlighted or added after 270 days of the notification window to an already existing list (that is being resolved), would not be able to be addressed by Milin Builders or any of our subcontractors.

Milin Builders will always endeavour to respond to any claims expeditiously. If your issue has not been addressed in a reasonable time frame, please telephone us on 02 6260 3338.

If you have an urgent maintenance issue, please telephone 02 6260 3338 during business hours or your strata/body corporate manager after hours.



P 02 6260 3338
F 02 6260 3373
ACN 145 495 067
23 Murray Crescent, Griffith ACT 2603
www.milin.com.au



**Information on Utilities, Appliance
Manuals and Related Warranties**



Download the manual and warranty information for your appliances (as per Inclusions List) by using the appropriate QR code below:

Bosch 60cm Cooktop
PKE611D17A (1 & 2 BED APARTMENTS)



Bosch 80cm Electric Cooktop
PKM875DP1A (3 BED APARTMENTS)



Bosch 60cm Oven
HBA534ES0A (1 & 2 BED APARTMENTS)



Bosch 90cm Gas Cooktop
PCR9A5B90A (TOWNHOUSE)



Bosch 90cm Built-in Oven
VBC5540S0 (3 BED APT & TOWNHOUSES)



Bosch Dishwasher
SMU5E75AU (APTS & TOWNHOUSES)



Ariston Undermount
Rangehoods (APTS & TOWNHOUSES)



Ariston Washer Dryer
ARWD582WAU (APTS & TOWNHOUSES)





Toshiba Airconditioner
RAS-22BKV-A1



QuickStep Timber Flooring
(warranty)



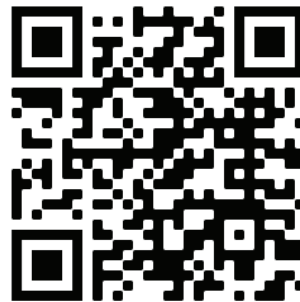
Smoke Detector
BESMOKEY4



Ariston Warranty Information
ariston.com.au/warranty-service



Bosch Warranty Information
bosch-home.com.au/metapages/warranty



Understanding your energy connections at Kiara

Each apartment at Kiara has been built with a centralised energy arrangement through Origin Energy. This is good news because it means that both gas and electricity are purchased in bulk, supplied efficiently and provided to each resident at competitive rates based upon the bulk purchasing power of the overall community.

Origin has been appointed to provide electricity and gas services to your building and ensure ongoing maintenance to the metering equipment, but read more about each individual network below to understand what it means for you.

Please note that the metering arrangements for the Apartments is different to the Townhouses.

Embedded Electricity Network

What is it?

Origin are a locally owned energy provider who purchase electricity in bulk from their suppliers and then provide the opportunity for low-cost electricity rates for all residents. However, you may choose to connect your electricity account with an alternative retail provider!* All you will need to do is ensure you arrange your connection through Origin or your preferred provider before you move in.

Key benefits for residents:

1 Low-cost electricity

Electricity is purchased in bulk and supplied to the development meaning lower cost to residents.*

2 Reduced running costs for the building

Common area electricity usage contributes to the bulk purchasing power of the community and hence, helps to lower the running costs for residents. Amalgamated has also installed a solar PV system to supplement the common area electricity usage to further save costs for residents.

3 Individually metered to each unit

Each Apartment and Townhouse has its own individual electricity meter at Kiara, meaning owners will only pay for their own consumption.

*Electricity bulk purchasing benefits only relates to residents who maintain their account with Origin.



Centralised Hot Water System

What is it?

Origin works with building developers and hydraulic consultants during the planning and construction stages of new residential developments to customise, supply and manage the plant, equipment and energy for centralised heating systems. This enables a more energy efficient source of hot water to end users and in Kiara's case, a system that accounts for the difference between Apartments and Townhouses.

Water is supplied by Icon Water for the entire Kiara development via a main water meter. This water supply is then used for the purposes of all cold and hot water supplies. Each Apartment is billed for water consumption (covering both cold and hot water) based upon their Unit Entitlement.

For the Apartments, the hot water supply is provided via Origin's centralised serviced hot water system which uses large, central gas boilers to heat the water. Each Apartment has an individual meter that measures the hot water consumption for that Apartment, and this is then used to derive the gas consumption charges for each Apartment.

How does it work?

The gas hot water plant and equipment is supplied and maintained by Origin under the terms and conditions of an agreement between Origin and the Owners Corporation/Body Corporate.

Key benefits for residents:

1 Maintenance is taken care of

Breakdown problems and ongoing maintenance costs for the centralised hot water plant are managed by Origin's 24hr service team.

2 Individually metered to each unit

Owners enjoy convenient instantaneous hot water supply with no access required for services or maintenance. Gas is charged based on consumption for each Apartment's hot water provision.

3 Lower risk of leaks

A centralised hot water plant reduces the risk of water leaks in the multi-storey apartment buildings as there is no hot water storage in each apartment.

Understanding your energy connections at Kiara

The Townhouses are part of the embedded electricity network at Kiara through Origin Energy, whereby electricity is purchased in bulk. The gas supply network, however, has been designed with separate metered supplies for each Townhouse and this enables residents to select their preferred gas supply retailer.

Origin has been appointed to provide electricity and gas services to your Townhouse and ensure ongoing maintenance to the metering equipment, but read more about each individual network below to understand what it means for you.

Please note that the metering arrangements for the Apartments is different to the Townhouses.

Embedded Electricity Network

What is it?

Origin are a locally owned energy provider who purchase electricity in bulk from their suppliers and then provide the opportunity for low-cost electricity rates for all residents. However, you may choose to connect your electricity account with an alternative retail provider!* All you will need to do is ensure you arrange your connection through Origin or your preferred provider before you move in.

Key benefits for residents:

1 Low-cost electricity

Electricity is purchased in bulk by Origin and supplied to the development meaning lower costs to participating residents.*

2 Reduced running costs for the building

Common area electricity usage contributes to the bulk purchasing power of the community and hence, helps to lower the running costs for residents. Amalgamated has also installed a solar PV system to supplement the common area electricity usage to further save costs for residents.

3 Individually metered to each unit

Each Apartment and Townhouse has its own individual electricity meter at Kiara, meaning owners will only pay for their own consumption.

*Electricity bulk purchasing benefits only relates to residents who maintain their account with Origin.

Water and Gas Systems

What is it?

Origin works with building developers and hydraulic consultants during the planning and construction stages of new residential developments to customise, supply and manage the systems that enable a more energy efficient source of hot water to end users and in Kiara's case, a system that accounts for the differences in use between Apartments and Townhouses.

Water is supplied by Icon Water for the entire Kiara development via a main water meter for the purposes of all cold and hot water supplies to all homes and common areas. Each Townhouse has been provided with its own water sub-meter that records their own consumption for both cold and hot water.

Each Townhouse has been provided with an individual gas meter that records the gas consumption associated with their cooktop, instantaneous hot water heater and external gas bayonet point, and they can choose an alternative gas supply retailer.

Key benefits for residents:

1 Charges are direct

Cold water and gas are charged to each Townhouse based on individual meter readings.

2 Individually metered to each unit

Owners enjoy convenient instantaneous hot water supply with no access required for services or maintenance.

3 Choice of retail provider

Since the Townhouses have individual gas meters, these residents can choose to hold an account with a retailer of their choice.



Dear Resident

39 McIntyre St Narrabundah ACT 2604 (KIARA)

Important information about your electricity supply

While you're settling into your new home, we'd like to let you know about the electricity arrangement in your building.

What you need to do

You'll need to sign up to an electricity offer to ensure your electricity is connected. You can do this in one of three ways:

- Online: Complete the 'Move in' form online at <https://www.originenergy.com.au/for-home/electricity-and-gas/info/centralised-electricity.html>
- Email or fax: Complete the 'Move in' form attached and email it to us at eensales@originenergy.com.au or fax it to **03 8635 3012**, or
- Call us on **1800 684 993** between 8 am to 6 pm Monday to Friday.

Please note, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer to ensure your electricity supply stays connected. Give us a call on **1800 684 993** to discuss your options.

Your electricity arrangement and rates

Your building has a centralised electricity arrangement with Origin, which means that electricity is bought in bulk for all the tenants. That's good news because you'll enjoy rates that are discounted from our standard rates when you sign up to an Origin electricity offer. Plus each property has its own electricity meter, so you're only billed for the electricity you use.

Your current rates and supply charge are shown below (we'll let you know if these change for any reason):

	Unit	incl. GST
All Consumption	cents per kWh	21.747
Daily Supply Charge	cents per day	100.921

Your current rates and supply charge *

The above residential rate is 15%, off the relevant current reference price in the ACT.

- For residential customers this is based on a customer who consumes 6,100kWh a year on a flat tariff in Evoenergy's network and the lowest annual price based on this consumption is \$1,695.



Application for centralised electricity



Use this form to ask Origin to set up your centralised electricity at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia or Victoria.

Your building has a centralised electricity system for which Origin is the retailer. This means that electricity is bought in bulk and provided to you at rates discounted from our standard prices. Plus, each property has its own electricity meter, so you're only billed for the electricity you use.

To arrange your electricity supply, please complete the online form at originenergy.com.au/ceopenonline or fill in the form below and email or fax it to us. For more information about centralised electricity, call us on **1800 684 993**.

Some apartments may also have centralised hot water systems or gas cooktops. Check with your owners corporation or building representative if you need to arrange connection for these services. If you're not sure, just give us a call on **1800 684 993** – we're happy to help.

Meter no.

(Optional)

Move in date / /

Property ☐ Owner ☐ Occupier

1. Account holder details

Full name

DOB **Phone**

Email

Driver's licence if available

2. Authorised contact details

Company if applicable

ABN

Full name

DOB **Phone**

Email

Driver's licence if available

Please send me my Origin communications (including bills) by:

☐ Email ☐ Standard post

(If email, make sure you've given us your email address above).

3. Supply Address

Lot **Level** **Unit no.**

Street no. **Street**

Suburb

State **Postcode**

4. Postal details

(if same as supply address, write **as above** – if email, write **email**)

Lot **Level** **Unit no.**

Street no. **Street**

Suburb

State **Postcode**

5. Equipment reliant on energy

Will there be life support machines or any medical equipment installed at your address that's reliant on your energy supply?

☐ Yes ☐ No

If you have selected 'Yes', once the sign up process has been completed, we'll send you a form to complete and return to us.

Important information

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your credit worthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.

☐ I do not wish to receive these offers in future.

- This application will be based on our Embedded Networks offer for your region. Origin may vary the terms, conditions, nature, amount and structure of your charges. If they do change, we'll let you know. We'll send you an agreement pack, which explains the terms and conditions, your payment options, the charges and fees that apply and your 10 business day cooling-off period. You can read the charges and fees when you receive the agreement pack. You can also contact the Customer Service Centre on 1800 684 993 for more information about pricing.

Account holder name

Date / /

Signature (must be account holder)

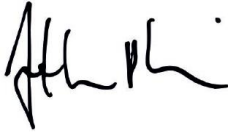
If you are not the Account Holder, you warrant that you have the authority of the Account Holder to submit and sign this application on their behalf. Origin may request proof of your authority.

To find out more about how Origin collects, uses, holds and discloses personal and credit information about individuals, see our privacy statements at originenergy.com.au/privacy

📞 13 24 61 🔍 originenergy.com.au

Any questions?

Just give us a call on **1800 684 993** (8 am to 6 pm Monday to Friday) - we'll be happy to help.

A handwritten signature in black ink, appearing to read 'J Briskin', with a small dot at the end.

Jonathan Briskin
General Manager, Retail



Application to close your centralised electricity account



Use this form to ask Origin to close your centralised electricity account at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia and Victoria.

When you move out, you must let Origin know so we can finalise your account and send out a final bill. You can:

- complete the online form at originenergy.com.au/ceccloseonline, or
- fill in the form below and email it to us at eensales@originenergy.com.au or fax it to 03 8635 3012

There's a disconnection fee of \$27.84 (incl GST) that will appear on your final bill.

It is important that you give us a contact phone number so we can easily reach you. We may need to call you to discuss how your final bill will work if, for example, you're on an EasiPay plan, Centrepay, your account's in credit, or other scenarios.

Meter no.

Move out date / /

3 business days' notice required for final meter read

Move out time am pm

1. Account holder details

Full name

DOB Phone

Account no.

Email

Driver's licence if available

2. Supply Address

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Building name

3. Forwarding address or email

(so we can send your final bill to this address)

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Email

Do you need an electricity account opened at your new supply address?

☐ Yes ☐ No

If yes, we'll contact you with some great offers.

Account holder name

Date / /

Signature (must be account holder)

Basic Plan Information Documents are information sheets that contain all the key details about a plan and are available on request, or at originenergy.com.au/pricing for generally available plans.

For Vic and WA customers, Fact Sheets containing all the key details about the offer are available upon request or at originenergy.com.au/pricing for generally available plans.

If you'd like more information about centralised electricity, just call us – we're around 9am to 5pm EST weekdays

📞 1800 684 993 🔍 originenergy.com.au/ceccloseonline ✉️ eensales@originenergy.com.au



Application for a centralised hot water account



Use this form to ask Origin to set up your centralised hot water at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia and Victoria.

Your building has a centralised hot water system. As arranged with the Body Corporate, each apartment is to be metered and billed separately for its own hot water usage. Some apartments may also have a gas cooktop (please indicate by ticking the appropriate box below).

Complete the online form at originenergy.com.au/bhwopenonline or fill in the form below and email it to us at bhwmove@originenergy.com.au or fax it to 03 8635 3012.

If you require information about your charges for hot water and, if applicable, gas for your cooktop, please contact us on 1800 684 993. These charges will also appear on your first bill.

Supply type ☐ Hot water ☐ Cooktop ☐ Heating

POD ID optional

Move in date / /

Property ☐ Owner ☐ Renter

1. Account holder details

Full name

DOB Phone

Account no.

Email

Driver's licence if available

or

Business name

ABN

Contact name

Work phone

2. Authorised contact

Full name

DOB Phone

Email

3. Supply Address

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Building name

4. Postal address for accounts

(If same as supply address, write 'as above' – if email, write 'email')

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, electricity, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your credit worthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.

I apply to have hot water and/or gas cooktop supplied to the supply address on page 1 and agree to pay Origin for the supply of hot water and gas cooktop (if applicable).

Signature (must be account holder)

If you would like more information about centralised hot water, just call us – we're around 8am to 7pm AEST weekdays

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287
Origin Energy LPG Limited ABN 77 000 508 369 • OC Energy Pty Ltd ABN 62 144 655 514 • Sun Retail Pty Limited ABN 97 078 848 549 • 100 Waymouth Street, Adelaide SA 5000
Telephone 13 24 63 • Facsimile 1800 132 463 • Web enquiries originenergy.com.au/contactus

Kiara

ARTIST'S IMPRESSION



Your broadband network provider.

Opticomm helps create future-ready and connected buildings, communities and cities with fibre-based telecommunications networks and have guaranteed a Fibre to the Premises (FTTP) connection into every residence. With over 45 service providers nationally for residents to choose from, the Kiara community has plenty of choice.

- ✓ Residents in the community expect the ultimate in liveability and lifestyle. We recognise that reliable, superfast internet is fundamental to how people live, work and play.
- ✓ Our concept was to ensure that all residents have access to a network that delivers high-quality video streaming with more than enough capacity to support services such as **Netflix®**, **Stan®**, **Foxtel Now®**, **Apple TV 4K®**, **Kayo Sports®** and **YouTube®** at their highest definitions, at peak times, for a seamless viewing experience.
- ✓ Our planning also embraced the needs of larger families with many devices, as well as video gamers and those operating a business from home. Our research revealed that we needed to provide a FTTP network connection to every residence so that we could guarantee the level of service that residents need now and into the future.
- ✓ Service providers on the Opticomm fibre network offer a wide range of internet plans from entry level up to 1Gbps for those looking for higher performance. Business grade services up to 1Gbps are also available.

Visit opticomm.com.au/connect to choose a service provider that suits your needs or call us on **1300 137 800**.

Mon-Fri 8:00am - 8:00pm AEST | Sat 9:00am - 1:00pm AEST



OPTICOMM
Networks

Opticomm is the wholesale infrastructure brand of ASX200 listed Uniti Group Limited (ASX:UWL). The Opticomm brand launched in 2005, as a Licensed Carrier and wholesale network infrastructure operator, Opticomm has been connecting smart communities Australia-wide since 2007.



A Uniti
Group
Company

✓ Superfast fibre network to every residence

✓ Over 45 service providers nationally*

✓ Up to 1Gbps superfast Internet plans**

Our Connected Community.

* Please note, a listed service provider may not operate in your state or territory. We recommend you contact your preferred service provider to identify whether they service your area. Service providers and plans are updated frequently. For service availability refer to opticomm.com.au/connect or call us on **1300 137 800**.

**Speeds of 1Gbps are subject to service provider availability.

Residential service providers	Website	Phone
ActivICT	activict.com.au	1300 122 848
Activ8me	activ8me.net.au	13 22 88
Adam Internet	adam.com.au	13 19 17
Airtel	airtel.net.au	1800 247 835
Alpha	alpha.net.au	02 9211 7782
AlphaCall	alphacall.com.au	1300 746 754
Aussie Broadband	aussiebroadband.com.au	1300 880 905
Buroserv	buroserv.com.au	1300 287 699
City Communications	citycomms.com.au	1300 095 738
Claratti	claratti.com	1300 073 085
Clear Communications	clear.com.au	1300 855 215
Connected Australia	connectedoz.com.au	1300 859 778
Escapenet	esc.net.au	1300 135 235
Exetel	exetel.com.au	13 39 38
Ezinternet	ezinternet.com.au	07 3180 2309
Flintel	flintel.com.au	1300 294 090
Fuzenet	fuzenet.com.au	1300 800 456
HarbourISP	harbourisp.com.au	1300 366 169
iiNet	iinet.net.au	13 19 17
Internode	internode.on.net	13 66 33
iPrimus	iprimus.com.au	13 17 89
iseek	iseek.com.au	1300 661 668
Launtel	launtel.net.au	1800 528 683
Leaptel	leaptel.com.au	1300 205 327
Myowntel	myowntel.net.au	13 30 02
Occom	occom.com.au	1300 200 999
Origin	originenergy.com.au	13 24 61

Residential service providers	Website	Phone
Over the Wire	overthewire.com.au	1300 689 689
Ozot	ozot.com.au	-
Pentanet	pentanet.com.au	08 9466 2670
Real World Technology Solutions	rwts.com.au	1300 798 718
Siptalk	siptalk.com.au	13 14 54
Southern Phone	southernphone.com.au	13 14 64
Spirit	spirit.com.au	1300 007 001
Swoop	swoop.com.au	1300 665 575
Telstra#	telstra.com.au	13 22 00
TTYs	ttys.com.au	1300 008 897
UplinkMe	uplinkme.com.au	1300 510 610
Uniti Internet	unitiwireless.com	1300 899 303
Valve Networks	valvenetworks.com.au	1300 458 136
Vertel	vertel.com.au	1300 837 835

Business service providers	Website	Phone
Brennan IT	brennanit.com.au	1300 500 000
BTB Australia	btbaustralia.com.au	1300 854 172
Commander	commander.com.au	1300 468 198
EntrustICT	entrustict.com.au	1300 368 570
Network Solutions Group	netsg.co	1300 622 863
Nortec IT	nortec.com.au	1300 525 587
Oper8 Global	oper8global.com	1300 516 288
Telair	telair.com.au	1800 835 247
X Integration	xi.com.au	1300 789 299
2SG Wholesale	2sg.com.au	1300 009 970
Foxtel provider	Website	Phone
Foxtel	foxtel.com.au	1300 785 622

#Telstra anticipated to be available as a service provider in H2 2022.

Mon-Fri 8:00am - 8:00pm AEST | Sat 9:00am - 1:00pm AEST

