

Website Terms of Use

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1. Acceptance of these terms

These Website Terms of Use apply to your use of omtelecom.com.au (the "Website"), operated by OM TELECOM. By browsing or using the Website — including the address checker and online ordering tools — you agree to these terms. If you don't agree, please don't use the Website.

2. Use of the website

You may use the Website for lawful personal or business purposes connected with enquiring about, ordering or managing OM TELECOM services. You must not:

- attempt to gain unauthorised access to the Website, our systems, or another user's account;
- use automated tools (bots, scrapers) to extract pricing, plan or address-availability data at scale without our written consent;
- introduce viruses, malicious code, or attempt to disrupt or overload the Website;
- use the Website to transmit unlawful, defamatory, or infringing material.

3. Address checker & plan availability

Results from our address and service-availability checker are indicative only, based on information provided to us by nbn® co and Vocus Group. Actual availability, speeds and connection timeframes at your premises are confirmed only once an order is placed and a technical check is completed.

4. Pricing & plan information

We aim to keep pricing and plan details on the Website current, but plans, prices and promotions may change without notice. The Critical Information Summary provided at sign-up is the authoritative source for a plan's pricing and inclusions.

5. Intellectual property

The Website, including its design, text, graphics, logos and the OM TELECOM name and marks, is owned by or licensed to OM TELECOM and protected by copyright and trade mark law. You may view and print pages for your personal, non-commercial use, but may not reproduce, republish or distribute Website content without our written permission.

6. Third-party links & services

The Website may link to or rely on third-party services, including nbn® co, Vocus Group (our wholesale nbn®/fibre supplier), MondoTalk (our wholesale VoIP supplier), and our order-management platform. We're not responsible for the content, availability or practices of third-party websites you're directed to.

7. Privacy

Our collection and handling of personal information through the Website is described in our Privacy Policy, which forms part of these terms.

8. No warranty & limitation of liability

The Website is provided "as is". To the extent permitted by law, we don't warrant that the Website will be uninterrupted or error-free, and we exclude liability for loss arising from your use of, or inability to use, the Website — except for guarantees that can't be excluded under the Australian Consumer Law.

9. Changes to these terms

We may update these terms from time to time to reflect changes to the Website or the law. Continued use of the Website after an update means you accept the revised terms. The current version is always available at omtelecom.com.au/policies.

10. Governing law

These terms are governed by the laws of New South Wales, Australia.

11. Contact

Questions about these terms? Contact us on 1300 258 400 or compliance@omtelecom.com.au.