

# CRITICAL INFORMATION SUMMARY

## Residential Fixed Wireless



### Information About The Service

#### Service Description

The Fixed Wireless service delivers Internet connectivity via Fibre over a Wifi Network Signal.

Our service is also voip ready for your choice of phone service.

#### Equipment Required

All our plans include a Ubiquiti AirCube-ISP wireless router free of charge with the following features:

- (4) 10/100 Fast Ethernet Ports
- 24V PoE Passthrough for airMAX CPE
- 802.11n, 2x2 MIMO Technology
- Up to 300 Mbps in the 2.4 GHz Radio Band

#### Availability

Check availability by calling 07 4573 8801 and speaking to one of our helpful staff members or visit in store at 28 Marshall Street, Goondiwindi.

#### Minimum Term

Fixed wireless plans are supplied on a 24 month contract term. See Minimum Total Cost applicable for each plan in the Information about pricing section. Early termination fees may apply.

### Information About Pricing

#### Monthly Charges

There are two fixed wireless plans with a single setup fee and choice of monthly charges. Both options include unlimited data. Please check the total cost applicable to each plan.

Billing is monthly and carried out in advance and is due within 7 days of issue. Invoices are supplied via email unless requested otherwise.

A \$15 late fee will be applied to overdue accounts per month.

#### Methods of Payment

We accept payment via Direct Debit from your nominated bank account. Other arrangements can be made for Electronic Funds Transfer on issue of an invoice due within 7 days.

#### Cancellation Charges

All cancellation charges are calculated as follows; \$750 inc GST or the remainder of the contract, whichever is the lesser amount.

#### Usage Information

All plans are offered with unlimited data. No speed shaping will occur on the connection at any stage.

#### Customer Support

You can call 07 4573 8801, see us in store at 28 Marshall St or email support@cbnco.com.au to report service difficulties or for assistance on your account balance, payment details and other information.

#### Complaints Handling

If you have a dispute with Country Broadband Network and wish to make a complaint, please contact customer support at 07 4573 8801.

#### Telecommunications Industry Ombudsman

If you are unhappy with the way we have handled your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation or further assistance by calling 1800 062 058 or visiting <http://www.tio.com.au/making-a-complaint>

#### Factors that affect the performance of the Fixed Wireless Internet.

When connected on a service with either 15/5 or 25/10 Megabit per second (Mbps) interface speed, you should not expect that everything that you download from the Internet will be received by you at this speed! External factors that affect speeds include the capacity of, load on, and data access rate of; the destination host computer that you are accessing. The global Internet links between Country Broadband Network and the destination host computer. Local factors that affect speeds, include the limitations imposed by the hardware, software, and protocol stack operating in your PC. Because of these factors, Country Broadband Network Fixed wireless services are described as 'theoretical network maximum speeds'. Your actual speeds may be slower due to factors outside of Country Broadband Network control. In essence, these are the specified "interface speeds" of the last mile connection to the premises. Real world usage is unlikely to consistently achieve such speeds, due to the factors described above.

PLAN	RESIDENTIAL 15 PLAN	RESIDENTIAL 25 PLAN
Monthly Charge	\$99	\$149
Contract	24 Months	24 Months
Data	Unlimited	Unlimited
Setup Fee	\$249	\$249
Total Minimum Cost	\$2625	\$3825
Speed		
Download	15 Mbps	25 Mbps
Upload	5 Mbps	10 Mbps