

## Critical information summary for your FIXED WIRELESS BROADBAND plan

### Description of the Service

This is a home Internet service that is provided using the 4G mobile network. This is only available in areas where 4G mobile coverage is available

#### Mandatory components:

You will require a 4G/3G ready unlocked device to use this service. We strongly recommend purchasing a device from Aussie Comm as this is tested and recommended for optimum usage.

Any BYO modem/router must be compatible with the 4G mobile network and utilise the relevant 4G/3G mobile frequencies in your area. It is your responsibility to check this using the [Mobile Coverage maps](#). You must be capable of configuring your BYO device yourself - we will only be able to provide limited 'best efforts' support for your own BYO device.

#### Minimum term:

This service has no lock in contract and you are free to cancel at any time. It has a 1 month minimum term. This is a casual plan and can be changed once a month. If you have purchased a device from us this is yours to keep and we do not offer a refund on the purchase price of the device. However, if you disconnect your service within 24 months of connecting, you will need to payout the remaining cost of your Wi-Fi Modem.

#### Set up costs:

There are no set up or activation costs associated with this service it is a plug and go modem which is simple, convenient and reliable.

#### Key details:

The Fixed Wireless Broadband plan is provided on the 3G/4G networks. Plans include 100GB, 200GB and 300GB of monthly data usage. Upload and download usage is included in this allowance.

### Information about Pricing

#### Minimum monthly charges & cost of data:

Plan	100GB	200GB	300GB	Unlimited
Monthly Cost	\$60	\$65	\$70	\$79.95
No excess data charges in Australia, continue to access data at speeds of up to 10 Mbps once included data allowance is exceeded				

### Cancellation Policy

There are no cancellation fees for this plan. You simply pay in advance per month for the month that you use the service. If you wish to cancel we recommend cancelling at the end of the month as no pro-rata refunds are available.

Please note that any purchased hardware is yours to keep and cannot be returned for refund. Devices are unlocked and can be used with another Mobile Broadband service from another provider if required.

If you are unable to use the service due to mobile coverage conditions in your area we allow you to cancel your service within the first 30 days of receiving the device. We will refund your upfront payment of the device and plan fee in full after the device is returned to us.

**IMPORTANT** In cases where you are unable to use the service due to coverage issues, in order to receive full refund you must return the device to us at your own expense. It should be in 'as new' condition, in the original undamaged box with all cables and user manuals. With this in mind we strongly recommend checking 4G mobile coverage before you purchase this plan.

#### Usage Information

Your data quota is a monthly data quota which starts on the anniversary date of your service. It includes uploads and downloads. After you have exhausted your monthly data quota, you can surf infinite data at speeds upto 10mbps.

#### Service Details:

We do not permit the distribution of illegal content or copyrighted material on our network.

For further information about different internet technologies and what may be right for you please see:

[www.aussiecomm.com.au](http://www.aussiecomm.com.au)

#### Internet Speed:

Speeds are variable and dependent on the performance of the 4G and 3G mobile network. Speeds will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

#### Availability:

Please check the [Mobile coverage maps](#) for 3G/4G mobile coverage before purchasing this plan. If you are unsure of coverage in your area please speak to one of our team.

## Billing

We will bill you in advance for the minimum monthly charge. When signing up online your first month of monthly charges will be charged in advance. This upfront payment will be applied to your first monthly bill.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. With this in mind your first bill will likely include charges for more than one calendar month.

No pro-rata credits or refunds are offered for cancelling accounts. Please bear this in mind if you need to cancel a service and we recommend cancelling at the end of calendar month.

### Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15 + gst will apply. The due date is the 15th of every month. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

### Enquiries, feedback and complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 010 011.

You can access our complaint resolution process via the details on our website at [aussiecomm.com.au](http://aussiecomm.com.au) and clicking on 'Customer Complaints Handling Policy'.

### Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>