



## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION and KEY INFORMATION

**BusinessCom Fixed Wireless Broadband** is a business grade service that provides symmetrical high speed internet access using wireless transmission sites, and comes with a static IP address and a monthly included data allowance. The service is delivered through Cirrus Communications and its Australia's fixed wireless broadband network.

#### HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. The monthly access fee does not include the cost of the router. Please contact our Customer Service Team for further information.

#### SERVICE AVAILABILITY

The service is only available within Cirrus' network coverage area. The service may also be unavailable due to technical or commercial reasons. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on 1300 000 300.

#### MINIMUM TERM

Minimum term is 36 months.

#### CONNECTION CHARGES and STATIC IP ADDRESS

Services on a 36 month term include standard installation. Non-standard installation and installation outside of business hours will incur an additional cost.

A single static IP address is included in the monthly access fee. Additional IP addresses may be available at an additional cost.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

WIRELESS ETHERNET	WIRELESS FW15	WIRELESS FW40	WIRELESS FW100
ACCESS FEE	\$249 per Month	\$449 per Month	\$699 per Month
INCLUDED DATA	Unlimited	Unlimited	Unlimited
UPLOAD SPEED	15MB	40MB	100MB
DOWNLOAD SPEED	15MB	40MB	100MB
TERM	36 Months	36 Months	36 Months
INSTALLATION	\$0	\$0	\$0

#### MINIMUM TOTAL COST

Minimum total cost:

FW15 - \$8,964; FW40 - \$16,164; FW100 - \$25,164.

#### EARLY TERMINATION CHARGE

If you cancel your service within the minimum term, you will be charged an Early Termination Fee (ETF). The ETF will be calculated as your monthly access fee multiplied by the months remaining in your minimum term.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Terms and Conditions, Fair Use and Acceptable Use Policy, please visit [www.businesscom.com.au](http://www.businesscom.com.au)

#### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, BusinessCom will commence the connection process. Connection timeframes may vary upon the type of connection required. BusinessCom will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on **1300 000 300**.

#### BILLING

BusinessCom will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. BusinessCom's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Service Team on **1300 000 300**.

#### PAYMENT METHOD

BusinessCom accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

#### CONTACT US

BusinessCom is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 000 300**.

If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.businesscom.com.au/complimentsandcomplaints](http://www.businesscom.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by BusinessCom to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with BusinessCom and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.