



## Critical Information Summary (CIS) Wifi Hub Fixed Wireless Broadband- Residential

### INFORMATION ABOUT THE SERVICE

#### The service:

Wifi Hub Fixed Wireless Broadband for business subscribers is a service offering internet access with a monthly included data allowance. If the data allocation for the monthly period is exhausted your service will continue at the same speed and you will be charged for excess usage at the end of that month.

Any unused data from the monthly allocation is not accumulative and will be lost after the end of that month. There is no shaping available on this service.

#### Bundling:

This service does not require a phone line however you can add voice services (WifiHub VoIP) to your Wifi Hub Fixed Wireless Broadband service. Please contact us if you wish to have a phone/voice service with us.

#### Mandatory components:

A Fixed Wireless Access Point will be installed for this service along with a wireless aerial receiver. This equipment remains the property of Wifi Hub and if damaged, the customer will be required to pay for the cost of repairing or replacing this equipment.

#### Minimum term:

The service is available with a minimum term of 24 months. An installation charge of \$250 is applicable to every install. Additional Access points can be provided at an additional cost of \$200 per access point

#### Important conditions:

This service may not be available at your location. Please call us or contact us at [sales@wifihub.com.au](mailto:sales@wifihub.com.au) to find out if you can be connected to this service at your location.

This service provides you with the option of a dynamic or static IP address. Please advise us if a static IP address is required. Please contact us for further information.

### INFORMATION ABOUT PRICING

#### Minimum monthly charge:

Monthly included allowance	10 GB	50 GB	100GB	200GB	500GB	1000GB
Minimum monthly charge 24 month contract	\$50	\$60	\$70	\$80	\$90	\$100
Minimum charge for entire term	\$1450	\$1690	\$1930	\$2170	\$2410	\$2650



### Excess usage charges:

Usage beyond your monthly allocation is charged at .02c per mb capped at \$300.00 per month.

### Maximum monthly charge:

The maximum monthly charge is equal to the minimum monthly charge plus excess usage capped at \$300.00. Example: \$40 (50GB plan) + \$300.00 (Excess Usage) = \$340 per month.

### Early termination charges:

Early termination charges are calculated by the number of remaining months multiplied by the monthly minimum charge.

Example: \$40 (50GB plan) x 5 (remaining months) = \$200

### Unit Pricing Information:

Monthly included allowance	10GB	50GB	100GB	200GB	500GB	1000GB
Cost of using 1GB incl. in allowance, No Contract	NA	NA	NA	NA	NA	NA
Cost of using 1GB incl. in allowance, 24 month contract	\$4/GB	\$6/GB	\$1.60/GB	\$0.35/GB	\$0.22/GB	\$0.09/GB
Excess data charges (when service is not speed-shaped)	\$20.00/GB	\$20.00/GB	\$20.00/GB	\$20.00/GB	\$20.00/GB	\$20.00/GB

### OTHER INFORMATION

#### Usage information:

call us on 1300 943 448.

#### Enquiries, Feedback and Complaints:

We are committed to providing you with excellent service. Please contact us by calling 1300 ??? ??? or by sending an email to [support@wifihub.com.au](mailto:support@wifihub.com.au) if you have any questions, would like to give feedback or complain.

#### 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>

This is a summary only. Please contact us for further information

Summary valid as of January 2018.