



CRITICAL INFORMATION SUMMARY

HOME WIRELESS BROADBAND

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Critical Information Summary

Information about the service

Here's a quick summary of the important bits about your **Home Wireless Broadband Plan**. It covers things like the inclusions and how much it costs each month.

This is a stand-alone internet service, which includes a monthly data allowance for use within Australia. It is an alternative to the traditional internet services like ADSL or NBN.

Coverage and Serviceability

This service is only available in selected areas with the modem supplied by Click Access.

There may also be technical or commercial reasons that affect your ability to access the service at your address. A service qualification and coverage check based on your address will be conducted before your order is accepted.

The service qualification check is an indication that your chosen location is within a serviceable area, it does not guarantee that your address is serviceable. We recommend that you position your modem close to a window to maximise signal strength.

The maximum download speed for this service is 25Mbps and a maximum upload speed of 2Mbps.

Data speeds for this service are variable and may differ to mobile and mobile broadband speeds on our network. Your speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Fair Use Policy

This service is provided subject to our Fair Use Policy. This policy ensures all our customers can access our services, and don't use our services in a manner we consider unreasonable or unacceptable. A copy of our Fair Use Policy is available on our website: www.clickaccess.com.au/fairuse-policy

Minimum Term

This plan has a one-month minimum term.

The service is available on your choice of a one-month term, or a 24-month contracted term.

What's included and excluded

This service includes an unlimited data allowance.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Usage notifications are not provided with these plans.

Hardware Requirements

This service requires the use of a modem provided by Click Access.

The cost of the modem is as follows:

- If you choose this service on a casual term, the modem cost is \$209.00.
- If you choose this service on a 24-month term, the modem cost is \$69.00

You will also require a SIM card for the modem. The SIM card will be provided by Click Access at a one-off charge for \$7.50.

The charges for the modem and the SIM Card will appear on your first bill.

Information about pricing

The access fee for this service is \$59.00 per month.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month.

In the month of activation and cancellation, any service charge and data allowances will be pro-rata for the number of days the service is active.

If you don't pay your account by the due date



displayed on each bill we may charge you a late payment fee.

Early termination

If you choose this service on a casual plan, a termination fee does not apply.

If you choose this service on a 24-month contract term, and you terminate the service prior to the completion of that term, an early termination fee of \$179.00 will apply.

Other Information

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 07 5315 5440 or by sending an email to info@clickaccess.com.au, if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

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