

Critical Information Summary

Countrytell High Availability Business Internet

Information About the Service

Countrytell's High Availability (HA) Business Internet service is delivered via Countrytell's own wireless network for the Primary service and the nbn™ for the Secondary. A Network Termination Device (NTD) manages the failover and fail back of Primary and Secondary services. The service is installed to your chosen communications delivery location within your premises. Roof access is required for the installation of our equipment and associated cabling.

Service Availability

The service is available in Countrytell Wireless Coverage areas only. Check our website for details [coverage checker](#). Not all plan speeds are available in the coverage area.

Minimum Term

The service is provided on 12, 24- or 36-month contract term. Service can be cancelled with 30 days' notice (early termination fees applies). See minimum total cost applicable to each plan in the Information about Pricing section. Services continue a month by month basis at the end of the contract term.

Information about Pricing

All prices throughout this document are Ex GST unless indicated otherwise

Plan	Plan Speed in Mbps	Included Data	Monthly Charge	Total Min. Charge (12 Month Contract)	Total Min. Charge (24 Month Contract)	Total Min. Charge (36 Month Contract)
HA 25	25	Unlimited	\$300	\$4,600	\$7,700	\$10,800
HA 50	50	Unlimited	\$500	\$7,000	\$12,500	\$18,000

- Minimum total fee is calculated as (Monthly Charge x Contract Term) + Activation Fee
- **All prices are ex GST**

High Availability Business Internet Speeds

- Speeds are offered on an up to basis, that is the maximum connection speed available.
- The actual speeds for the service may vary due to a range of factors and may be slower than the maximum connection speeds. Factors include demand on the network, local conditions, Internet traffic, line condition, type of connection, hardware and software or the data being transferred.
- Devices connected via WiFi may experience slower speeds than those connected via an Ethernet cable.
- If the selected plan attainable speed is greater than 12% lower than the plan speed (eg less than 44Mbps attained on a 50/20) then the next lower plan speed will be offered at the applicable rate, or a 10% discount can apply to the monthly charge.
- All plans include unlimited data, there is no shaping or restrictions fair usage policy applies

Installation and Activation

Service	Details	Charge (12 Month Contract)	Charge (24 Month Contract)	Charge (36 Month Contract)
Countrytell Business Wireless	Activation Fee	\$1000	\$500	\$0

- **All prices are ex GST**
- Standard installation is included in the applicable plan activation fee
- A standard installation includes a 1.2-meter mast, single story premises and up to 30 meters of cable.
- Cabling in your premises beyond the Countrytell boundary point is at the cost and responsibility of the customer.
- Non-standard installations incur a fee of \$300 ex GST on all terms.
- Non-standard installation includes; multi storey or multi-tenanted buildings, up to 60 meters cable run.
- Non-standard and custom installations are not discounted.

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Cancellation and Contract Break

Contract Break Fees	0-12 Months	13-24 Months	13-36 Months
12 Month Contract	Balance of months remaining x Monthly Charge	N/A	N/A
24 Month Contract	Balance of months remaining to 12 months x Monthly Charge + \$500	50% of the monthly fee x remaining months	N/A
36 Month Contract	Balance of months remaining to 12 months x Monthly Charge + \$1,000	N/A	25% of the monthly fee x remaining months

- All prices are ex GST
- Service can be cancelled with 30 days' notice

Equipment Required

You will need an Ethernet capable router to use this service. You can provide your own router or Countrytell can discuss your needs and recommend a suitable device.

Invoicing Information

Countrytell issues monthly invoices by default which are due for payment within 10 business days of being issued. For customers paying by credit card your card will be debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY where you have an established credit history with us.

Contact us

You can contact Countrytell Customer Service for support and billing enquire via 02 9191 4600 or 13 TELL (13 8355) or emailing support@countrytell.com.au or via our website.

Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously.

If you have any issues that you do not believe have been dealt with properly, please contact us support@countrytell.com.au or download our complaints handling process from our website.

Telecommunications Industry Ombudsman (TIO)

If you are still dissatisfied with how we address your concerns, you can contact the Telecommunications Industry Ombudsman for independent opinion. The TIO can be contacted by calling 1800 062 058 or TIO Website

Other Information

Further Information on; Fair Use Policy, Financial Hardship Policy, Complaints Handling Process Summary, Privacy Policy, Billing and Payments Information, Credit Reporting Policy, Credit Management Policy, and Standard Form of Agreement can be found on the Countrytell Website www.countrytell.com.au/legal-information