

# Critical Information Summary

## Countrytell Residential Wireless Internet – CTW25

|   |                                      |          |
|---|--------------------------------------|----------|
| <b>Service Summary:</b><br>The Countrytell Residential Wireless CTW25 service is a broadband Internet service with unlimited Internet Data which uses Countrytell’s own wireless network. | <b>Minimum monthly Charge:</b>       | \$69.95  |
|   | <b>Maximum monthly Charge:</b>       | \$69.95  |
|   | <b>Early termination Max Charge:</b> | \$919.70 |
|   | <b>Minimum term applicable:</b>      | 1 Month  |

### Information About the Service

The Countrytell Residential Wireless CTW25 service is a broadband Internet service which uses Countrytell’s own wireless network. The service is installed to your premises. Roof access is required for the installation of our equipment and associated cabling to the network boundary point of your premises. Primary purpose of Countrytell Residential Wireless Internet is for Personal or Domestic use only.

### Service Availability

Countrytell Residential Wireless service is only available within our service area. Coverage can be checked by using our [coverage checker](#). Not all plan speeds are available in the coverage area. We will confirm available speeds at the time of order acceptance.

### Minimum Term

The service is provided on 6, 12, or 24-month contract terms. See minimum total cost applicable to each plan in the Information about Pricing section. Services continue month by month at the end of the contract term and can be cancelled with 30 days notice.

### Installation and Activation

- 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 \$330 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.

### Residential Wireless Broadband Speeds

- Speeds are offered on an up-to basis, which 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 maximum speed ordered is not available, we will reduce the plan to the next available speed tier.
- All plans include unlimited data, there is no shaping or restrictions, fair usage policy applies.
- Data Usage can be checked via the Countrytell portal <https://support.countrytell.com.au/>.

### Information about Pricing

| Plan  | CTW25  |
|---|--|
| <b>Plan Speed in Mbps</b>                             | Up-to 25/5   |
| <b>Included Data</b>                                  | Unlimited  |
| <b>Monthly Charge</b>                                 | \$69.95  |
| <b>Total Min. Charge (6 Month Contract)</b>           | \$919.70   |
| <b>Total Min. Charge (12 Month Contract)</b>          | \$1,089.40   |
| <b>Total Min. Charge (24 Month Contract)</b>          | \$1,678.80   |
| <b>Upfront Fees (Installation and Activation Fee)</b> | - Charge on 6-month Contract \$500<br>- Charge on 12-month Contract \$250<br>- Charge on 24-month Contract \$0 |

- Minimum total charge is calculated as (Monthly Charge x Contract Term) + Activation Fee
- All prices are inclusive of GST

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### Cancellation and Contract Break

| Contract Break Fees      | 0-6 Months   | 7-12 Months | 13-18 Months | 19-24 Months |
|--------------------------|--|-------------|--------------|--------------|
| <b>6 Month Contract</b>  | Balance of months remaining x Monthly Charge                     | N/A         | N/A          | N/A          |
| <b>12 Month Contract</b> | Balance of months remaining to 6 months x Monthly Charge + \$250 | \$250       | N/A          | N/A          |
| <b>24 Month Contract</b> | Balance of months remaining to 6 months x Monthly Charge + \$500 | \$500       | \$250        | \$100        |

- 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 supply a suitable device at an additional cost as detailed below. The price includes shipping.

| Manufacturer | Model  | Features                      | Cost  |
|--------------|--------|-------------------------------|-------|
| TP-Link      | VR500v | Ethernet Capable WiFi Enabled | \$150 |

### Invoicing Information

Countrytell issues monthly invoices due for payment within 14 days of issue. Customers paying by credit card will have their card debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY if you have an established credit history with us.

### Order Acceptance Criteria

Customer orders may be subject to a credit assessment based on information provided at the time of order application. Please refer to our Credit Reporting Policy [here](#).

### Contact us

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

### Disputes and Complaints Handling

If you have any issues that you feel have not been dealt with adequately please access our complaints process, available on our website [here](#).

### Telecommunications Industry Ombudsman (TIO)

**If you are still dissatisfied with how we address your concerns after following our complaints process you can contact the Telecommunications Industry Ombudsman for independent mediation. The TIO can be contacted by calling 1800 062 058 or the TIO Website [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)**

### 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](http://www.countrytell.com.au/legal-information) Communications Alliance Broadband Education Package found at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)