

# Critical Information Summary

## Countrytell Residential Wireless Internet

### Information About the Service

The Countrytell Residential Wireless 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. 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.

### 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 a month by month basis at the end of the contract term.

### Information about Pricing

All prices throughout this document are inclusive GST unless indicated otherwise

Plan	Plan Speed in Mbps	Included Data	Monthly Charge	Total Min. Charge (6 Month Contract)	Total Min. Charge (12 Month Contract)	Total Min. Charge (24 Month Contract)
CTW25	25/5	Unlimited	\$99.95	\$1,099.70	\$1,449.40	\$2,398.80

- Minimum total fee is calculated as (Monthly Charge x Contract Term) + Activation Fee

### Residential Wireless Broadband 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 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

### Installation and Activation

Service	Details	Charge (6 Month Contract)	Charge (12 Month Contract)	Charge (24 Month Contract)
Countrytell Residential Wireless	Activation Fee	\$500	\$250	\$0

- 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.

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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>24 Month Contract</b>	Balance of months remaining to 6 months x Monthly Charge + \$500	\$400	\$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 additional cost as detailed below. The price includes shipping.

Manufacturer	Model	Features	Cost
<b>Netcom</b>	NF18ACV	Ethernet Capable WiFi Enabled	\$150

### 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.

### Order Acceptance Criteria

Federal Government laws require all customers applying for a residential service are subjected to a credit assessment where a product has a term greater than 1 month and a total aggregate minimum charge greater than \$1000;

- New clients will be subjected to a credit assessment based on information provided at time of order application, and an external credit check
- Existing client's payment history will be checked

### 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](mailto: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](mailto: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](http://www.countrytell.com.au/legal-information)