

Critical Information Summary

Countrytell Residential Wireless Internet – CTW25+voice

<p>Service Summary: The Countrytell Residential Wireless CTW25+voice is a bundled service. It provides broadband Internet with unlimited Data using Countrytell’s own wireless network bundled with a fixed line Voice Service with unlimited local, national and mobile calls within Australia.</p>	<p>Minimum monthly Charge: \$89.95 Maximum monthly Charge: \$89.95 Early termination Max Charge: \$1,139.70 Minimum term: 6 Months</p>
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Information About the Service

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.

Non Commercial Purposes: The service is for residential consumers and used for personal or domestic purposes 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. The Internet and Voice services cannot be unbundled. 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+Voice
Plan Speed in Mbps	Up-to 25/5
Included Data	Unlimited
Voice Service	Unlimited local, national and mobile calls within Australia *
Monthly Charge	\$89.95
Total Min. Charge (6 Month Contract)	\$1,139.70
Total Min. Charge (12 Month Contract)	\$1,379.40
Total Min. Charge (24 Month Contract)	\$2,158.80
Upfront Fees (Installation and Activation Fee) Includes Countrytell Ethernet + Voice Capable WiFi Enabled Router	- Charge on 6-month Contract \$600 - Charge on 12-month Contract \$300 - 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
- * Refer to call rates section for additional information

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Cancellation and Contract Break

Contract Break Fees	0-6 Months	7-12 Months	13-18 Months	19-24 Months
6 Month Contract	Balance of months remaining x Monthly Charge	N/A	N/A	N/A
12 Month Contract	Balance of months remaining to 6 months x Monthly Charge + \$300	\$300	N/A	N/A
24 Month Contract	Balance of months remaining to 6 months x Monthly Charge + \$600	\$600	\$300	\$100

Call Rates

Usage Type	Rates
Local Calls	Included
National Calls to Landline	Included
Calls to Standard Australian Mobiles	Included
International Calls	Standard International Call Rates available on our website here \$20 per month spend limit – limit can be increased upon request
13/1300 Calls	Included
18/1800 Calls	Free
19/1900 & Premium Rate Calls	Not Supported
Directory Assistance	Included

Equipment Required

You need an Ethernet capable router to use this service and a standard phone handset to use your included voice service. A Wi-Fi modem router is included in this Bundle.

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 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

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

Communications Alliance Broadband Education Package found at www.commsalliance.com.au/BEP