

# Critical Information Summary

## Countrytell P2MP25 Wireless Business Internet

<b>Service Summary:</b> Countrytell's P2MP25 Wireless Business Internet service includes unlimited Internet Data and is delivered via Countrytell's own wireless network. 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.	<b>Minimum monthly Charge:</b>	\$150.00 ex GST
	<b>Maximum monthly Charge:</b>	\$200.00 ex GST
	<b>Early termination Max Charge:</b>	\$3,450.00 ex GST
	<b>Minimum term applicable:</b>	12 month

### 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 terms. Service can be cancelled with 30 days' notice (contract break fees apply). See minimum total charge applicable to each plan in the Information about Pricing section.

### Wireless 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 may be applied to the monthly charge.
- All plans include unlimited data, there is no shaping or restrictions fair usage policy applies

### Information about Pricing

All prices throughout this document are ex GST unless indicated otherwise

Plan	Plan Speed in Mbps	Included Data
<b>P2MP25</b>	Up to 25/10	Unlimited

Contract Term in Months	Activation Fee	Monthly Charge	Total Min Charge	Maximum Contract Break Fee
<b>12</b>	\$750	\$200	\$3,150	\$3,150
<b>24</b>	\$375	\$170	\$4,455	\$3,435
<b>36</b>	\$0	\$150	\$5,400	\$3,450

### 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 \$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
<b>12 Month Contract</b>	Balance of months remaining x Monthly Charge	N/A	N/A
<b>24 Month Contract</b>	Balance of months remaining to 12 months x Monthly Charge + \$375	50% of the monthly fee x remaining months	N/A
<b>36 Month Contract</b>	Balance of months remaining to 12 months x Monthly Charge + \$750	N/A	25% of the monthly fee x remaining months

- 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](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 [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)