

Critical Information Summary

Countrytell Residential Wireless Internet +Voice – CTW25+Voice

Information About the Service

The Countrytell Residential Wireless service CTW25+Voice is a broadband Internet service bundle 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. +Voice services are additional to your Internet service and are a replacement to traditional fixed line services. Primary purpose of Countrytell Residential Wireless Internet and +Voice is for Personal or Domestic use only.

This Bundle includes the following:

Digital Voice Service:

- Unlimited Local calls – including 13/1300 and 18/1800 Calls - 19/1900 & Premium Rate calls are not supported
- Unlimited Standard National Calls to Landlines
- Unlimited Calls to Standard Australian Mobiles
- International calling has a monthly call limit of \$20, this can be varied upon request
- Pre-configured Netcomm NF18ACV Ethernet Capable WiFi Enabled

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 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 on a month by month basis at the end of the contract term and can be cancelled with 30 days notice.

Information about Pricing

Plan	CTW25+Voice
Plan Speed in Mbps	Up-to 25/5
Included Data	Unlimited
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)	- Charge on 6-month Contract \$600
Activation Fee Includes Countrytell Ethernet +Voice Capable WiFi Enabled Router - mandatory	- Charge on 12-month Contract \$300 - Charge on 24-month Contract \$0

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

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.

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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

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

- Service can be cancelled with 30 days' notice

Invoicing Information

Countrytell issues monthly invoices by default which are due for payment within 14 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

Customer orders may be subject to a credit assessment based on information provided at 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 you can follow our complaints handling process, which is available on our website [here](#).

Telecommunications Industry Ombudsman (TIO)

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