

Information about the Service

Service Description

Countrytell's Residential Wireless Internet service is delivered via 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.

Availability

The service is available in certain Countrytell Wireless Coverage areas only.

Minimum Term

The service is provided on 6, 12 or 24 month contract terms. Service can be cancelled with 30 days notice (early termination fess apply). 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.

Residential Wireless Speeds

Speeds are offered at up to 25/5 Mbps. 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.

Equipment Required

You will need an Ethernet capable router for all Residential wireless services. Countrytell can supply a suitable device at additional cost or you can provide your own.

Inclusions

The Countrytell Residential Wireless Internet includes unlimited data on all plans.

Exclusions

Cabling in your premises beyond the Countrytell boundary point is at the cost and responsibility of the customer. Countrytell does not offer fixed line voice services to residential clients.

Early Cancellation Fees

Early cancellation fee calculations for all terms – 30 days notice required

6 month contract

- monthly fee x remaining months

12 month contract

- If cancelled in Months 1 to 6 - the monthly fee x months remaining to 6 months + difference to the full setup fee
- If cancelled in Months 7 to 12 - the monthly fee x 1 + difference to the full setup fee

24 month contract

- If cancelled in Months 1 to 6 - the monthly fee x months remaining to 6 months + difference to the full setup fee
- If cancelled in Months 7 to 12 - the monthly fee x 1 + difference to the full setup fee
- If cancelled Months 13 to 24 - the monthly fee x 1 month + the 12 month setup fee

Service Relocation

Service relocations are only available in applicable Countrytell residential wireless coverage areas and subject to service qualification.

A \$500 fee is payable for all service relocations for all customers that are still in contract. A minimum of 6 month contract applies to all relocations.

Critical Information Summary

Countrytell Residential Wireless Internet



Upfront Fees

Standard installation fees are as per the rates below. Non-standard and custom installations are not discounted.

Upfront fees are for a standard installation which includes standard 1.2 meter mast, single story premises and up to 30 meter cable run.

Non-standard installations incur a fee of \$330 on all terms. Non-standard installation includes multi storey or multi-tenanted buildings, up to 60 meter cable run.

Countrytell can supply a pre-configured WiFi modem at the rates below which include standard postage and handling.

Information about Pricing

	Wireless Residential Internet	
	Resi25	Optional WiFi Modem
Countrytell Speed Tier (Mbps)	up to 25/5	N/A
Monthly Data Allowance	Unlimited	N/A
Excess Usage	N/A	N/A
Access Type	Internet	N/A
Access Restrictions	N/A	N/A
Monthly Cost	\$99.95	\$0.00
Upfront Fees (full setup fee)- 6 Month term	\$500.00	\$150.00
Upfront Fees - 12 Month term	\$250.00	\$75.00
Upfront Fees - 24 Month term	\$0.00	\$0.00
Minimum Cost 6 month term	\$1,099.70	\$150.00
Minimum Cost 12 month term	\$1,099.70	\$150.00
Minimum Cost 24 month term	\$1,099.70	\$150.00

All prices are inc GST

Other Information

Information on how to contact us

We are here to give you the best customer experience possible.

Telephone: 02 9191 4600 or 13 TELL (13 8355)
Email: customercare@countrytell.com.au

If you have any issues that you do not believe have been dealt with properly, please contact us support@countrytell.com.au or download our complaints handling process from our website.

Telecommunications Industry Ombudsman (TIO)

If you are still not happy with how we address your concerns you can contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at www.tio.com.au/making-a-complaint

Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously we realise that this may not always happen.