

COUNTRYTELL CRITICAL INFORMATION SUMMARY



\$99.95 Residential Wimax Service

Information about this service

- All Countrytell Wimax plans provide unlimited uploads and downloads and no shaping, therefore the maximum monthly charge is the agreed fixed price and no more.
- We offer a wireless broadband solution to suit your lifestyle. All plans are available on a 24 month contract.
- We use a wireless connection and our technology is purpose built for data. We focus on giving you high speed access to the Internet for you to search, download, share and send quickly and easily.
- Our authorised technicians will assess and validate the efficacy of the service to your address. Countrytell Wimax services are not available in all areas or premises.
- The Wimax Network is independent of the other telco networks – you're connected directly to our network without third-party delays or external technical issues.
- This service requires the installation of an outside Wimax receiver and an indoor modem/router.
- This service requires the installation of an outdoor Wimax receiver and an indoor modem/router. The costs of these are included in the setup fee. Should your installation require a high mast, OH &S inductions or require complex cable runs the extra costs will be the responsibility of the customer.

Information about pricing

- This service is billed monthly in advance.

Wireless Internet Plan	Minimum/Maximum Total Cost
	24 month contract term
\$99.95/mth for 24 Months + 770.00 Installation	\$3,168.80

- Minimum Total Cost for Wimax plans over contract term are calculated as:
(Wimax Contract term) x (Wimax Monthly access fee) + Installation + equipment
- The Installation and equipment is a once-off payment.
- The maximum charge for early termination is based on the total contract value, pro-rated based on the service start, original duration, and termination dates.

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Other information

- A Countrytell Wimax installation may, On occasion, require an extended height mast in order to receive the best possible signal. Should your installation require a high mast, OH&S inductions or require complexity cable runs the extra costs will be the responsibility of the customer.
- We provide you with a bill that is accurate and easy to understand and give you access to the detail you need
- We provide you with a range of easily accessible payment methods which allow you to be in control of your payment
- WiMAX supports Quality of Service (QoS), which prioritises different types of traffic. Voice traffic is given the highest priority, then standard web and email traffic, and then peer-to-peer (such as file- sharing) traffic.
- Countrytell holds ACMA approved Point to Multipoint apparatus licenced spectrum in areas of Regional Australia. We use the 3.575 – 3.7Ghz band spectrum for our WiMAX network.

Information on how to contact us

Telephone: 13TELL (138 355)
Fax: 02 9191 4601
Website: www.countrytell.com.au
Email: customercare@countrytell.com.au
Address: PO Box 1062, ALBURY NSW 2640

Hours of operation:

9am to 5pm Monday to Friday Phone 13TELL (138 355)
or email customercare@countrytell.com.au

Technical inquiries and after sales support:

8am to 6pm Monday to Friday Phone 138 355
or email customercare@countrytell.com.au (7days/24 hours)

Dispute resolution

We aim to deal with your concerns or complaints promptly, fairly, completely and courteously informing you of how we propose to act, how long it should take and what the results are; Complaints can be directed to support@countrytell.com.au, or by calling 02 9191 4600.

If you feel your issue has not been resolved to your satisfaction; you can contact the Telecommunications Industry Ombudsman scheme directly

Telecommunications Obudsman
Telephone: 1800 062 058
Website: www.tio.com.au/about-us/contact-us