

## Fixed Wireless Residential

# Critical Information Summary (CIS) Stay Connected Fixed Wireless Broadband- Residential

### INFORMATION ABOUT THE SERVICE

#### *The service:*

Stay Connected Fixed Wireless Broadband for residential subscribers is a service offering high speed internet access delivered via our fixed wireless infrastructure and doesn't require any phone line or wired infrastructure.

#### *Bundling:*

This service does not require a phone line however you can add voice services (Yourhub Broadband Phone VoIP) to your Stay Connected Fixed Wireless Broadband service. Please contact us if you wish to have a service that also includes a phone/voice service with us.

#### *Mandatory components:*

You will require a Fixed Wireless Access Point and an NBN compatible router for this service. The initial connection fee includes the Fixed wireless Access Point and comes with a 12 months warranty. New connections are also offered a free NBN compatible Router however you may choose to provide and configure your own. There is no warranty available on the free router offered with these packages. Please contact us for further information.

#### *Availability:*

Yourhub Fixed Wireless broadband services are not available in all locations or all premises. To check availability of the service at your location, please visit <http://www.yourhub.com.au> and complete the signup form for your desired plan. We will contact you shortly after to advise on availability at your location.

#### *Minimum term:*

The service is available with a minimum term of 24 months.

#### *Important conditions:*

This service may not be available at your location. Please go to our website <http://www.yourhub.com.au> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses are available at an extra monthly charge of \$25.00 pm for a minimum term of the full contract. Please contact us for further information.

## INFORMATION ABOUT PRICING

### Setup & Cancellation Charges:

Residential Fixed Wireless customers have a standard connection fee as outlined below.

New Installations: \$299.95

Existing Installations: \$132.00

### Minimum monthly charge:

The monthly fee plus the connection fee is equal to the minimum charge of the entire term.

Monthly included allowance	50 GB	100 GB	500GB	1000GB
Minimum monthly charge 24 Month Contract	\$59.95	\$79.95	\$99.95	\$119.95
Minimum charge for entire term (New Connections)	\$1738.75	\$2218.75	\$2698.75	\$3178.75
Minimum charge for entire term (Existing Connections)	\$1570.80	\$2050.80	\$2530.80	\$3010.80

### Maximum monthly charge:

The maximum monthly charge is the same as the minimum monthly charge for each package.

### Early termination charges:

This fee is calculated at 50% of the fixed monthly price multiplied by the remaining number of months i.e. \$79.95

(50% of \$79.95) x 6 months = \$239.85.

### Unit Pricing Information:

Monthly included allowance	50 GB	100 GB	500GB	1000GB
Cost of using 1GB incl. in allowance, No Contract	NA	NA	NA	NA
Cost of using 1GB incl. in allowance, 24 month contract	\$1.20/GB	\$0.80	\$0.20	\$0.12
Excess data charges (when service is not speed-shaped)	NA	NA	NA	NA

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## OTHER INFORMATION

### *Data Usage:*

Your data usage is calculated on your download and uploads. If you go over this allowance your service speed will be reduced to 256kbps until the end of the billing period. There is no charge for going over your quota.

### *Usage information:*

You can monitor your usage at [www.yourhub.com.au/wifi\\_account\\_usage.dyn](http://www.yourhub.com.au/wifi_account_usage.dyn) or by calling us on 1 300 762 568.

### *Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1 300 762 568 or by sending an email to [support@yourhub.com.au](mailto:support@yourhub.com.au) if you have any questions, would like to give feedback or complain.

### *Telecommunications Industry Ombudsman*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of July 2017.