



CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION and KEY INFORMATION

UCOM NBN Wireless Broadband provides asymmetrical high speed internet access via the NBN Fixed Wireless Network. The service comes with a static IP address and unlimited data allowance each month.

SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will need to install an antenna on your premises with internal wall cabling and a device inside your premises next to a suitable 240V AC power outlet. The provision of the 240V AC power outlet is at your cost and responsibility. NBN Co may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. If you choose to install a second service at the same premises, you will be charged \$297. Please contact our Customer Care Team on 1800 008 266 for further information.

EQUIPMENT REQUIREMENT

You will require a suitable NBN compatible modem/router for the service to work. If required, we can supply you with the required modem/router at an additional cost. Please note that **your modem/router and internal cabling must be capable of transmitting data at your selected NBN speed in order to take full advantage of the service.** Please contact us on 1800 008 266 for further information.

IMPORTANT CONDITIONS REGARDING SPEED

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

MINIMUM TERM

Minimum term is one (1) month.

INFORMATION ABOUT THE PRICING

MONTHLY ACCESS FEES

	NBN WIRELESS STARTER	NBN WIRELESS PLUS	NBN WIRELESS FAST	NBN WIRELESS SUPERFAST
MONTHLY ACCESS FEE	\$60	\$75	\$80	\$90
INCLUDED DATA *	Unlimited	Unlimited	Unlimited	Unlimited
MAX DOWNLOAD **	25 Mbps	100 Mbps	250 Mbps	400 Mbps
TYPICAL BH SPEED ***	23 Mbps	71 Mbps	190 Mbps	380 Mbps
MAX UPLOAD	5 Mbps	20 Mbps	20 Mbps	40 Mbps
SET UP	\$0	\$0	\$0	\$0
TERM	1 Month	1 Month	1 Month	1 Month

* Subject to UCOM's Acceptable Use Policy. ** Max Download Speed is based on the maximum capacity of the service and may not be available at your address. Please contact our Customer Care Team for more information. *** Typical BH (business hours) speed measures network speed to customer premises based on results from Measuring Broadband Australia. It is not a measure of customers' received in-premises speed.

SET UP FEES and MINIMUM TOTAL COST

Set Up Fees - \$0. Minimum Total Cost is \$60 on the nbn Wireless Starter Plan.

SERVICE AVAILABILITY

The service is subject to NBN availability at your premises. To check availability please contact our Customer Service Team on 1800 008 266.

CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period which commences on the 1st day of every month.

OTHER INFORMATION

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit www.ucom.com.au/policies-legal

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required. We will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1800 008 266.

BILLING

We will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on 1800 008 266.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

CONTACT US

UCOM is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call 1800 008 266. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.ucom.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by us to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with UCOM and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.