

## Critical Information Summary: 5G Fixed Wireless IncludedGB (24 Months)

### Description of the Service

#### Plan Summary

|  |            |
|--|------------|
| <b>Setup up fee</b>  | \$438.90   |
| <b>Minimum monthly charge</b>                                    | \$203.00   |
| <b>Maximum monthly charge</b>                                    | \$203.00   |
| <b>Maximum early termination</b>                                 |            |
| Early Termination Fee (ETF) = 85% Monthly Fee X Remaining Months |            |
| <b>Total minimum cost</b>  | \$5,310.90 |
| <b>Minimum term applicable</b>                                   | 24 Months  |
| <b>Typical evening speed</b>                                     | 185 Mbps   |

#### What is not Included

- Internet Router
- Dishonour and late payment fees
- Complex installations where the cable run is more than 10 meters

#### Important Qualifications

We may suspend or cancel the service if:

- Only available in certain area, URL will need to conduct a site qualification to determine if the service is available
- You do not pay your bill
- Breach our fair use policy - [url.net.au/fair-use](http://url.net.au/fair-use)
- You are abusive to our staff

### Information About the Service

#### What is Included:

- Fixed Wireless 5G service via the AAPT network
- Data allowance depending on the selected plan (see page 2)
- Installation of wireless equipment as per a standard build

#### Limitations

- Coverage is not available in all areas, please contact URL Sales to determine if your location is eligible.
- Maximum speed is not achievable in all areas.

#### Data Allowances

- Monthly data usage is included in accordance with our fair use policy as set out here [url.net.au/fair-use](http://url.net.au/fair-use)

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### Information About Pricing

#### Monthly charges:

|                               |   |
|-------------------------------|---|
| <b>Maximum Download Speed</b> | 250Mbps                                     |
| <b>Month Data Allowance</b>   | Unlimited (in accordance with our Fair Use) |
| <b>Monthly Fee</b>            | \$203.00                                    |

#### Service Cancellation

Service is supplied on a 24-month contract, terminating the service before the end of the contract period will result in an early termination fee (ETF) as per the Plan Summary above.

#### Coverage

Before purchasing this service we recommend speaking to a sales consultant to check if this service is suitable for your area.

#### Billing Information

This service is billed on the 1st day of each calendar month. If you join during a month a pro-rata charge will be on your following month's invoice from the date the service was activated.

#### Usage Information

Communications Alliance can provide additional usage on usage, please visit - Broadband Education Package [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

#### We Are Here to Help

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: [www.url.net.au](http://www.url.net.au)

#### Dispute Process

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: [url.net.au/about/legal-information](http://url.net.au/about/legal-information) and clicking

#### Complaints Handling

#### Telecommunication Industry Ombudsman

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)