

CRITICAL INFORMATION SUMMARY

HOME WIRELESS BROADBAND

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Critical Information Summary

Information about the service

Here's a quick summary of the important bits about your **Home Wireless Broadband Plan**. It covers things like the inclusions and how much it costs each month.

This is a stand-alone 4G internet service, which includes a monthly data allowance for use within Australia. It is an alternative to the traditional internet services like ADSL or NBN.

Coverage and Serviceability

This service is only available in selected areas with the modem supplied by Click Access.

There may also be technical or commercial reasons that affect your ability to access the service at your address. A service qualification and coverage check based on your address will be conducted before your order is accepted.

The service qualification check is an indication that your chosen location is within a serviceable area, it does not guarantee that your address is serviceable. We recommend that you position your modem close to a window to maximise signal strength.

Data speeds for this service are variable and may differ to mobile and mobile broadband speeds on our network. Your speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Fair Use Policy

This service is provided subject to our Fair Use Policy. This policy ensures all our customers can access our services, and don't use our services in a manner we consider unreasonable or unacceptable. A copy of our Fair Use Policy is available on our website: www.clickaccess.com.au/fairuse-policy

Minimum Term

This plan has a one-month minimum term.

What's included and excluded

500GB included every month - Your unused monthly included data expires each month and cannot be used when roaming overseas.

This service is data only and cannot be used for making/ receiving calls, MMS and SMS.

Information about pricing

Minimum monthly charge is **\$80**. If you use more than your monthly included data, we can provide data top-ups of 10 GB for \$11.00, to a maximum of 50 GB for \$55.00.

Your monthly charges and inclusions are metered and billed from the 28th to 27th of each month.

In the month of activation and cancellation, any service charge and data allowances will be pro-rata for the number of days the service is active.

If you don't pay your account by the due date displayed on each bill we may charge you a late payment fee.

Early termination

There is no early termination fee (ETF) and this service can be cancelled at any time. You will simply need to pay all outstanding charges including the full remaining cost of your device.

Data charges

Included data cost	\$0.00016 per MB
Data	If you exceed your 500 GB Monthly included value, we can provide a data top-up of 10 GB for \$11.00



Other Information

Enquiries, feedback and complaints:

We're here to help. Please contact us by calling 07 5315 5440 or by sending an email to info@clickaccess.com.au, if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

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

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

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