

FIXED WIRELESS PRE-PAID

Critical Information Summary (CIS) Stay Connected Fixed Wireless Broadband- Pre-Paid

INFORMATION ABOUT THE SERVICE

The service:

Stay Connected Fixed Wireless Broadband Pre-paid is a service offering high speed internet access with a monthly included data allowance. When either the data allocation of the monthly period has exhausted your service can be recharged at any time and you may choose from any of the available packages.

Once recharged you are then able to login with your username and password and start using your recharged data allocation. You will have 30 days from the time of each recharge to use your allocated data. Any unused data is not accumulative and will be lost after the 30 days from time of recharge. There is no shaping available on this service and could be considered on demand internet.

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 for this service. The monthly fee does not include the cost for a Fixed Wireless Access Point but you will be required to purchase one from us at an additional cost. Please contact us for further information.

Minimum term:

The service is available with a minimum term of 30 days.

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 not available. Please contact us for further information.

INFORMATION ABOUT PRICING

Minimum monthly charge:

Monthly included allowance	1 GB	12 GB	50GB	100GB	500GB	1000GB
Minimum monthly charge No Contract	\$10.00	39.95	\$69.00	\$100.00	\$119.95	\$139.95
Minimum charge for entire term	\$10.00	\$39.95	\$69.00	\$100.00	\$119.95	\$139.95
Minimum charge for entire term	\$10.00	\$39.95	\$69.00	\$100.00	\$119.95	\$139.95

Maximum monthly charge:

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

Early termination charges:

There are no early termination charges applicable to this service.

Unit Pricing Information:

Monthly included allowance	1 GB	12 GB	50GB	100GB	500GB	1000GB
Cost of using 1GB incl. in allowance, No Contract	\$10.00/GB	\$3.23/GB	\$1.00/GB	\$1.00/GB	\$0.24/GB	\$0.14/GB
Cost of using 1GB incl. in allowance, 24 month contract	NA	NA	NA	NA	NA	NA
Excess data charges (when service is not speed-shaped)	NA	NA	NA	NA	NA	NA

OTHER INFORMATION

Usage information:

You can monitor your usage at 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 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.