

# Fixed Wireless Business

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

### INFORMATION ABOUT THE SERVICE

#### *The service:*

Stay Connected Fixed Wireless Broadband for business subscribers is a service offering high speed internet access with a monthly included data allowance. If the data allocation for the monthly period is exhausted your service will continue at the same speed and you will be charged for excess usage at the end of that month.

Any unused data from the monthly allocation is not accumulative and will be lost after the end of that month. There is no shaping available on this service.

#### *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 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 the option of a dynamic or static IP address. Please advise us if a static IP address is required and allow up to 48hrs for allocation. Please contact us for further information.

### INFORMATION ABOUT PRICING

#### *Minimum monthly charge:*

Monthly included allowance	50 GB	100 GB	500GB	1000GB
Minimum monthly charge 24 month contract	\$79.95	\$89.95	\$109.95	\$129.95
Minimum charge for entire term	\$1918.80	\$2158.80	\$2638.80	\$3118.80

### ***Excess usage charges:***

Usage beyond your monthly allocation is charged at .02c per mb capped at \$300.00 per month.

### ***Maximum monthly charge:***

The maximum monthly charge is equal to the minimum monthly charge plus excess usage capped at \$300.00.

Example: \$79.95 (50GB plan) + \$300.00 (Excess Usage) = \$379.95 per month.

### ***Early termination charges:***

Early termination charges are calculated by the number of remaining months multiplied by the monthly minimum charge.

Example: \$79.95 (50GB plan) x 5 (remaining months) = \$399.75

### ***Unit Pricing Information:***

Monthly included allowance	50 GB	100GB	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	\$1.60/GB	\$0.90/GB	\$0.22/GB	\$0.13/GB
Excess data charges (when service is not speed-shaped)	\$20.00/GB	\$20.00/GB	\$20.00/GB	\$20.00/GB

## **OTHER INFORMATION**

### ***Usage information:***

You can monitor your usage at [www.yourhub.com.au/custdata](http://www.yourhub.com.au/custdata) 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.