



# CRITICAL INFORMATION SUMMARY

Residential Wireless Broadband

DECEMBER 18, 2017  
THE SIGNAL CONNECTIONS PTY. LTD.

*Information About the Service – Residential*

## Description of the service

The Signal Co. residential wireless broadband service is a fixed wireless broadband service, providing you with a high-speed wireless Internet connection. This link is delivered over our wireless network infrastructure, without requiring the connection of a phone line or the use of fixed wired services.

The service will be provisioned to deliver a maximum 25Mbps download speed and 10Mbps upload speed. You will not be able to achieve this maximum speed all of the time. Your speed will likely be affected by load on the network, local conditions and your hardware or software.

Please see more information on the service in the Service Description and Customer Service Agreement available online at: <https://thesignalco.com.au/legal>

## Requirements

You need a compatible broadband router to connect to the service.

## Availability

Our wireless broadband services are not available in all locations or all premises. To check availability of the service at your location, please visit <https://thesignalco.com.au> and complete the signup form for your desired plan. We will contact you shortly after to advise on availability at your location.

## Minimum Term

The minimum term is 12 months.

## Information About Pricing

### **Setup & Cancellation Charges**

Residential customers have a standard installation fee of \$399.95.

An early cancellation charge pro-rata from \$450 in the first month of the contract to \$10 in the final contract month is payable upon cancellation of the service. No fee is payable in any subsequent months.

## Monthly Charges

The Monthly charges are listed in the pricing table below. The minimum monthly charge over the minimum term, plus the activation fee equals the Minimum Total Cost of the plan.

Plan Name	Monthly Quota	Monthly Charge	Total Cost	Cost/GB
Micro	122,880 MB (120 GB)	\$ 39.95	\$ 879.35	\$ 0.33
Small	307,200 MB (300 GB)	\$ 69.95	\$ 1,239.47	\$ 0.24
Medium	563,200 MB (550 GB)	\$ 89.95	\$ 1,479.35	\$ 0.16
Large	1,024,000 MB (1000 GB)	\$ 129.95	\$ 2,319.35	\$ 0.13

# Other Information

## Data Usage

Your data usage is calculated using your downloads only. If you go over this allowance your service speed will be reduced to 2 mbps until the end of the billing period. There is no charge for going over your quota.

You may choose to top up your data allowance for the rest of the billing period by visiting our website and purchasing a top up, a top up must also cover usage used whilst shaped.

## Track Your Usage

You can monitor your monthly wireless broadband data usage by signing into your Account via our website <https://thesignalco.com.au>

We will send you an email to the email address you provided when you registered, advising when your usage reaches 50%, 85% and 100% of your monthly allowance.

Usage periods are calculated using your service renewal or anniversary date.

## Customer Support

If you require assistance in regards to your service, please contact us on (02) 61 755 744 or [datagram@thesignalco.com.au](mailto:datagram@thesignalco.com.au)

### **Complaints Resolution**

If you are not satisfied with the outcome of your customer support request and wish to make a complaint to have this resolved, please email as at: [datagram@thesignalco.com.au](mailto:datagram@thesignalco.com.au)

If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or <http://www.tio.com.au/making-a-complaint>.

Note: This is only a summary. Full Terms & Conditions for this service are also available at <https://thesignalco.com.au/legal>