

# Critical Information Summary

## Unwired ISP Plan Range



### Information about the service

The product is a broadband internet connection provided by Unwired ISP via the Swoop fixed wireless network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. The service includes access to our technical support service via phone or email.

### Requirements and availability

Unwired ISP services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by remote service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. Unwired ISP is not responsible for issues affecting LoS that are outside of our control.

### Bundling

Unwired ISP services are not required to be bundled with any other service or product.

Need help selecting a plan?					
Household	1-3 Users	1-5 Users	1-9+ Users	1-9+ Users	1-9+ Users
Typical Usage	Web browsing, emails, gaming some streaming (e.g. Netflix) some downloads, VoIP	Web browsing, emails, gaming some streaming (e.g. Netflix) some downloads, VoIP	Web browsing, emails, gaming some streaming (e.g. Netflix) some downloads, VoIP	Web browsing, emails, gaming some streaming (e.g. Netflix) some downloads, VoIP	Web browsing, emails, gaming some streaming (e.g. Netflix) some downloads, VoIP
Recommended Speed tier	30/10 Mbps	70/20 Mbps	120/20 Mbps	250/100 Mbps	500/200 Mbps

### Installation

Unwired ISP requires roof access to install a permanent antenna to connect to Unwired ISP's network. Unwired ISP will also need to install a cable from the roof to your desired router location ("demarcation point") - for example, in a home office. You will need to be in attendance for the installation of Unwired ISP equipment at your premises. Unwired ISP requires a compatible router to be configured with your service details. A router will be supplied to you with your installation.

### Minimum term

The Minimum term will depend on the option you select at the time of signup. We offer the following option:

- No minimum term
- 24 Months minimum term
- 36 Months minimum term

### Early Termination Fee

An Early Termination Fee of \$450 will apply if the service is terminated within the agreed contract period.

### Setup fee

Standard installation fees:

- No minimum term - \$499
- 24 Months minimum term - \$99
- 36 Months minimum term - \$0

If a complex installation is required, e.g. connection requires the installation of a larger than standard antenna, roof mast or additional data outlets etc., this work will be charged on top of the above setup fees. A total install price will be confirmed and agreed to prior to the installation taking place. All plans also include a WiFi router for your premises at no additional charge.

Data allowance	Speed tier	Monthly charge	Total Contract minimum cost - (No contract)	Total minimum cost - 24 month contract	Total minimum cost - 36 month contract	Unit cost per 1GB data
UNWYRED 30 Unlimited	30/10Mbps	\$69.95	\$568.95	\$1678.80	\$2518.20	-
UNWYRED 70 Unlimited	70/20Mbps	\$89.95	\$588.95	\$2158.80	\$3238.20	-
* UNWYRED 120 Unlimited	120/20Mbps	\$109.95	\$608.95	\$2737.80	\$3958.20	-
* UNWYRED 250 Unlimited	250/100Mbps	\$129.95	\$628.95	\$3217.80	\$4678.20	-
* UNWYRED 500 Unlimited	500/200Mbps	\$149.95	\$648.95	\$3697.80	\$5398.20	-

\*Available in select service areas only.

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### Connection speed

The service speed of your plan is a theoretical maximum. Unwyred ISP wireless connections are residential grade services with no guarantee of consistent speeds. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions.

### Priority assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

### Metadata Retention

As Cirrus Communications Pty Ltd trading as Swoop is a licensed communications carrier they are required to keep certain data retaining to your Internet connection. This has been enforced by the Federal Government. If you would like further information please refer to:

<https://www.homeaffairs.gov.au/about-us/our-portfolios/national-security/lawful-access-telecommunications/data-retention>

### Broadband Education

The Communications Alliance Broadband Education Package provides more information about broadband technologies and the factors that can affect the performance of your broadband service, and can be found at <https://www.commsalliance.com.au/BEP>

#### Customer service contact details

You can contact Unwyred ISP's customer service team:

- Email [support@unwyred.com.au](mailto:support@unwyred.com.au)
- Submit a web form at <https://unwyred.com.au/#contact>

#### Dispute resolution process

If you are not satisfied with the customer service you are receiving please contact us immediately via e-mail [support@unwyred.com.au](mailto:support@unwyred.com.au).

#### Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <https://www.tio.com.au/contact-us>

#### Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.