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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
- 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.

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.