



# CRITICAL INFORMATION SUMMARY

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION and KEY INFORMATION

**Business Wireless** is a business grade broadband service that provides high performance internet access using wireless transmission sites, and comes with a static IP address and a monthly included data allowance. The service is delivered through Swoop Communications and its Australia's fixed wireless broadband network.

### HARDWARE REQUIREMENTS

We will supply and install a Network Termination Unit (NTU) at your premises. This will provide an Ethernet Port for connecting to your Router. You will be required to supply a compatible router at your premises. Please contact our Customer Service Team for further information.

### SERVICE AVAILABILITY

The service is not available in all areas and some premises due to technical or commercial reasons. Your address must be pre-qualified before a formal quotation can be provided. To check availability please contact our Customer Care Team on 1300 951 854.

### MINIMUM TERM

Minimum term is 1 Month.

### SET UP CHARGES

There are no set-up charges. Additional charges may apply for a non-standard installation or if it falls outside the standard scope of works as determined by the carrier.

## INFORMATION ABOUT THE PRICING

### MONTHLY ACCESS FEE and CALL CHARGES

|                          | <b>BUSINESS<br/>100</b> | <b>BUSINESS<br/>120</b> | <b>BUSINESS<br/>150</b> |
|--------------------------|-------------------------|-------------------------|-------------------------|
| <b>ACCESS FEE</b>        | \$109 per Month         | \$119 per Month         | \$129 per Month         |
| <b>INCLUDED DATA</b>     | Unlimited*              | Unlimited*              | Unlimited*              |
| <b>MAX DOWNLOAD</b>      | 100 Mbps                | 120 Mbps                | 150 Mbps                |
| <b>TYPICAL BH SPEED</b>  | 97 Mbps                 | 116 Mbps                | 146 Mbps                |
| <b>MAX UPLOAD</b>        | 40 Mbps                 | 40 Mbps                 | 40 Mbps                 |
| <b>STATIC IP ADDRESS</b> | Included                | Included                | Included                |
| <b>TERM</b>              | 1 Month                 | 1 Month                 | 1 Month                 |
| <b>SET UP CHARGES</b>    | \$0                     | \$0                     | \$0                     |

\*Subject to Bold Media's Acceptable Use Policy.

### MINIMUM TOTAL COST

Business 100: \$109; Business 120: \$119; Business 150: \$129.

### EARLY TERMINATION CHARGE

There are no Early Termination Charges. Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the billing period in which the service is being cancelled or transferred.

## OTHER INFORMATION

### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. All pricing is **inclusive of GST**. This information is a summary only. For full details of the Customer Terms and Company Policies, please visit [www.boldmediagroup.com.au/policies-legal](http://www.boldmediagroup.com.au/policies-legal)

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, Bold Media will commence the connection process. Connection timeframes may vary upon the type of connection required. Bold Media will inform you of the approximate connection timeframe at the time of receiving the Service Application Form.

### USAGE INFORMATION

For information about your current usage levels please contact our Customer Service Team on 1300 951 854.

### BILLING

Bold Media will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Bold Media's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Service Team on 1300 951 854.

### PAYMENT METHOD

Bold Media accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Service Team.

### CONTACT US

Bold Media is committed to excellence in customer service and advice to its business customers. If you have any questions regarding the service please call **1300 951 854**. If for some reason you are not satisfied with the service received, please contact our Customer Service Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.boldmediagroup.com.au/compliments-and-complaints](http://www.boldmediagroup.com.au/compliments-and-complaints)

If you are still not satisfied with the steps taken by Bold Media to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Bold Media and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.