

Critical Information Summary

Wireless Broadband

1. Information About The Service

Intelligent IP Broadband is a wireless broadband internet service provided via our high speed microwave network throughout Perth CBD and regional Western Australia. As the service is delivered over our own infrastructure, we are able to provide competitive pricing and high speed broadband connectivity to areas where traditional mediums such as the ageing copper network are slow or even unavailable.

- **Required Services and Availability**

Intelligent IP Broadband is sold as a standalone service so there is no requirement for an existing phone line at the customers premise. Currently Intelligent IP Broadband have Points of Presence (POP) throughout Perth CBD and regional Western Australia covering more than 190,000 sq kms, including the southern corridor from Albany and Bunbury, Eastern Wheat Belt from Toodyay, Kalgoorlie, Geraldton and the North Midland areas from Wongan Hills to Mullewa and recently the Peel region including Boddington. To check availability in your area contact the sales department on 1300 859 871 or email sales@iipc.com.au

- **Minimum Contract Term**

The minimum contract term is 24 months

- **Included Features**

2. Information About Pricing

The table below outlines the plans currently available through Intelligent IP Broadband:

Plan	Speed Kbps	Peak Quota	Off Peak Quota	Monthly Charges
Broadband Lite 1	512/512	1GB	2GB	\$35.00
Broadband Lite 2	512/128	5GB	8GB	\$40.00
Broadband Premium 1	1024/128	5GB	8GB	\$50.00
Broadband Premium 2	1024/128	10GB	15GB	\$60.00
Broadband Super 1	1536/256	5GB	8GB	\$60.00
Broadband Super 1	1536/256	10GB	15GB	\$70.00
Broadband Super 1	1536/256	20GB	30GB	\$80.00
Broadband Exec 1	2048/512	15GB	20GB	\$110.00
Broadband Exec 2	2048/512	30GB	50GB	\$130.00

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- **Setup Fee**

Intelligent IP Broadband offers 4 different installation and setup costs including the purchase of the wireless access point and installation of equipment required to connect to the Wireless Broadband network

Installation Option	Upfront Costs	Monthly on going Costs	Total installation Cost	Contract Term (Months)
Option A	\$0.00	\$40.00	\$1440.00	36
Option B	\$250.00	\$45.00	\$1330.00	24
Option C	\$500.00	\$30.00	\$1220.00	24
Option D	\$1185.00	\$0.00	\$1185.00	0

- **Minimum Total Cost**

The minimum total cost over 24 months will be 24 x the monthly access fee plus the initial setup fee. For example, choosing option D for installation the total minimum cost of the Broadband Lite 1 will be 24 x \$35.00 = \$840.00 + \$1185.00 setup fee for a total cost of \$2025.00. This cost excludes excess data charges which are charged at 3 cents per Mb over the monthly quota.

3. Other Information

- **Customer Service Contact Details**

Customer support requests can be directed to the engineering department for technical assistance by phoning 1300 859 872 between the hours of 08:30 -17:30 Monday to Friday or by emailing support@iipc.com.au. Assistance with account information and billing can be directed to the accounts department by phoning 08 9220 3002 or by emailing accounts@iipc.com.au.

- **Dispute Resolution Process**

If you are unhappy with the service you receive in resolving any support request you can follow the escalation procedure detailed in xxxxxxx

- **Telecommunications Industry Ombudsman**

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint.

