

Critical Information Summary

Wireless Broadband Super 2

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

- **What's Included**

10GB (Gigabyte) = 10,000MB (Megabytes) during Peak

15GB (Gigabyte) = 15,000MB (Megabytes) during off peak.

- **What's Not included**

If you exceed your allowable usage in a month your broadband service will be slowed down to 64kbs for all the usage for the rest of that month until your next billing cycle begins (You will not be charged extra for use)

2. Information About Pricing

\$70.00 On the Broadband Super 2 plan is the minimum monthly charge. Your monthly data allowance on this plan is charged at \$0.03/MB at the speed listed as per the below table

Plan	Speed Kbps	Peak Quota	Off Peak Quota	Monthly Charges
Broadband Super 2	1536/256	10GB	15GB	\$70.00

- **Setup Fee**

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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 hardware 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 Super 2 will be 24 x \$70.00 = \$1680.00 + \$1185.00 setup fee for a total cost of \$2865.00. There is no excess data charges as all plans are shaped.

- **Billing**

The figures in this critical information summary are for a full billing cycle being monthly from the first of the month to the end of the month. Your first monthly bill will include a pro rata charge for part of the month if you stated or changed your plan part way through the billing cycle.

3. Other Information

- **Tracking your data usage**

Members can track their monthly data usage by logging into the members section of the [Intelligent IP Broadband website](#)

- **Customer Service Contact Details**

Customer support requests can be directed to the engineering department for technical assistance by phoning 1300 738 114 between the hours of 08:30 -17:30 Monday to Friday or by emailing support@iipb.com.au. Assistance with account information and billing can be directed to the accounts department by phoning 08 9220 3002 or by emailing accounts@iipb.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 our [Complaint Resolution Process](#)

- **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.