



## Critical Information Summary

This Critical Information Summary contains some important information for your plan. It's a good idea to read it through.

### Wi-Sky Queensland Plans

This service is a fixed wireless service provided by Wi-Sky Queensland.

	Minimum	Standard	Maximiser
Minimum monthly spend	\$110	\$165	\$330
Included monthly data	Unlimited		
Minimum term	12 months		
Installation Cost (In town)	\$0	\$0	\$0
Installation Cost (More that 5km of town)	\$990	\$990	\$990
Minimum cost over 12 months	\$1320 + installation	\$1980 + installation	\$3960 + installation
Plan speed	Maximum connection speed of 20Mbps (download) and 20Mbps (upload)	Maximum connection speed of 40Mbps (download) and 40Mbps (upload)	Maximum connection speed of 60Mbps (download) and 60Mbps (upload)
Early Exit Fees	An early exit fee will be charged that will the equal to the minimum cost over 12 months less the total amount paid		

## Information about the service

### Service description

Wi-Sky Queensland fixed wireless services are a fixed wireless broadband data-only service that provides you with internet access via Wi-Sky Queensland's fixed wireless network ("Wi-Sky Queensland's Network").

### Equipment required

This plan is only available with a suitable Wi-Sky Queensland fixed wireless installation. You can bring your own compatible router to provide WIFI and other networking services although one will be supplied as part of your installation.

### Service availability

The Wi-Sky Queensland fixed wireless services is not available in all areas or to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. The technology used to deliver the service will depend on the location of your premise and will be determined by Wi-Sky Queensland.



## Installation & Setup

Your Wi-Sky Queensland fixed wireless broadband service will be installed by an installer from Wi-Sky Queensland. If you are advised by Wi-Sky Queensland that additional works such as trimming trees is required, you will need to arrange for and pay for any associated works directly via a third party. You must be over the age of 18 to have Wi-Sky Queensland fixed wireless broadband installed. If you are the owner of the property you must provide consent for Wi-Sky Queensland to install the service. If you are not the owner of the property or if you live in a strata property you must obtain owner consent or strata approval for installation.

## Plan speed

Speeds on these plans are variable and you will experience slower speeds than the maximum connection speed available, particularly during peak times (9am-5pm). Actual speeds will vary. The performance and speed of your service depends on a number of factors such as: Plan choice, location, the number of devices connected to your network, modem type quality and positioning, Wi-Fi performance, in-building wiring, content accessed, the technology used to deliver your service, how much capacity Wi-Sky Queensland has purchased, our network and internet traffic demand. To find out more information on speed and whether this plan is suitable for your usage needs, please refer to the Regional Tech Nub at <https://regionalttechhub.org.au/get-connected/discover-internet-options/>

## Plan changes

You can change your service speed tier by moving to a different plan. There are no penalties or fees for moving between plans. You can change your Plan once per bill cycle. If you change your plan, you'll receive your selected plan straight away, and the new monthly charge for your plan will apply from the next month.

## Other information

<b>We're here to help</b>	Call us on <b>1300 413 798</b> or email <a href="mailto:qld@wi-sky.com.au">qld@wi-sky.com.au</a> . If, after speaking with us, you aren't happy with the outcome you may also contact the Telecommunications Industry Ombudsman on <b>1800 062 058</b> , or head to <a href="http://www.tio.com.au">www.tio.com.au</a>
<b>Bill</b>	You will receive your bill free via email, and you can request a copy at any time by emailing <a href="mailto:qld@wi-sky.com.au">qld@wi-sky.com.au</a> . If you'd like a paper bill posted, we can send you one for a fee of \$2.20.
<b>Coverage</b>	The quality and availability of some services and the speeds you reach will continually vary depending on many factors such as your location, your device capabilities, network congestion, network coverage or if you are roaming. For more info, head to <a href="https://www.wi-sky.com.au/about/coverage-area/">https://www.wi-sky.com.au/about/coverage-area/</a> .

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