



## Critical Information Summary

# Clear Community Broadband - Ethernet 500GB 20/1

12 Month Contract

## About the Service

### Description of the Service

The Community Broadband – Ethernet to the Home (CB-EttH) service is a residential grade broadband internet service delivered using Ethernet cable connected to your premises. The network is built and managed by Clear Networks.

### Requirements, Availability and Limitations

The CB-EttH Service is only available within an CB-EttH serviceable area. ([Check our website](#) for coverage at your address.) *Your premises is already connected.* Clear Networks charge a one-off **Activation Fee** for all CB-EttH services. You are provided with a free Wireless Router, or you may purchase a different router.

**Peak Speeds** refer to the speed delivered to the fibre technology installed at the customer's premises. They are not necessarily equivalent to the speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, software, the connection within the premises (e.g. a wireless router may not operate at the speed of your fibre connection) and the type/source of content being downloaded.

### Equipment Needs

You will require a CB-EttH router if you wish to use multiple devices at once on your CB-EttH service. A free wireless router is provided as part of the **Activation Fee** however alternatives are also available for an additional cost, or you may purchase your own. Many routers will not be capable of the speeds supported by our CB-EttH service; you are therefore advised to choose a router from our list of hardware options.

### Minimum Term

This **Clear CB-EttH** plan option features a minimum 6 month agreement. (Also available with 12, 24 month minimum terms.)

### Bundling

This service is not conditional on having a phone line with us. If you choose to purchase a **ClearTalk** service, your broadband service will be discounted by \$5 a month.

### Included Features

There are a range of value-added features included with **Clear CB-EttH**, with further details on our website;

|                       |                        |                     |                                |
|-----------------------|------------------------|---------------------|--------------------------------|
| On and off peak quota | 5 email addresses      | Data Blocks         | 100MB of Webspace              |
| Static IP address     | Free spam-virus filter | Equipment discounts | Free Plan Change (1 per month) |

## How We Charge

### Installation Fee

Your installation fee on a 12 month agreement is \$120.00.

### Monthly Charges

The Clear Community Broadband – Ethernet 500GB 20/1 12 Month Contract plan has a:

- Monthly Charge of \$84.95
- Unit cost of \$0.17 per 1GB of data
- Peak Speed of 20mbps down/1mbps up
- Typical evening speed of 14mbps
- Monthly Data limit of 500GB

### Total Minimum Price

On a 12 month agreement the Total Minimum Price is \$1,139.40, comprising the \$120.00 installation fee and 12 months at \$84.95 per month.

### Excess Usage

Both upload and download count towards your monthly included data. If you chose a **Capped plan** option, you will have no automatic excess usage charges, instead traffic beyond the included data quota will be slowed to 256kbps/256kbps. If you choose a **Metered plan**, your service will not be slowed, instead you will be charged an excess usage fee of \$20 per GB of usage.

### Notice of Cancellation

Clear requires thirty (30) days' notice of cancellation in writing, if you decide to close your account. Your service will be cancelled 30 days after we reply in writing to confirm your cancellation request.

### Early Termination Charge

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

## Other Information

### Usage Information

Customers can monitor their **Clear CB-EttH** usage at [myclear.clearnetworks.com.au](http://myclear.clearnetworks.com.au).

### Customer Service Contact Details

| Contact | Sales  | Customer Care / Technical Support  |
|---------|--|--|
| Phone   | 1300 855 215   | 1300 855 215   |
| Email   | <a href="mailto:sales@clearnetworks.com.au">sales@clearnetworks.com.au</a> | <a href="mailto:support@clearnetworks.com.au">support@clearnetworks.com.au</a> |
| Hours   | Weekdays 9:00am to 5:30pm AEST   | Weekdays 9:00am to 9pm & Saturday 12:00pm to 9pm AEST                          |

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.clear.com.au/legals/complaints](http://www.clear.com.au/legals/complaints).

### Telecommunications Industry Ombudsman

In the unlikely event your complaint is not resolved, or you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (telecommunications industry ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).