Critical Information Summary

Clear Clear Fixed Wireless 500GB 40/8

12 Month Contract

About the Service

Description of the Service

The Clear Fixed Wireless (FW) service is a residential-grade broadband internet service delivered using the Clear Networks Fixed Wireless Network to your premises. The network is built and managed by Clear Networks.

Requirements, Availability and Limitations

The FW Service is only available to new customers within a FW serviceable area. (Check our website for coverage at your address.) Unless your premises is already connected, you will need to be connected to the Clear FW Network. Clear Networks charge a one-off installation fee for all FW services. This requires installation of a radio on the roof, which includes a 3m pole and up to 30m cabling to a network point within your premises.

Peak speeds refer to the speed delivered to the FW 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 FW connection) and the type/source of content being downloaded. Not all speeds are available everywhere; we will tell you if we are unable to provide you with a particular plan speed.

Equipment Needs

You will require a router if you wish to use multiple devices at once on your FW service. If you do not already own one, Clear Networks can sell you a suitable device at an additional cost. Only routers sold by Clear Networks will be supported by Clear Networks staff.

Minimum Term

This **Clear Fixed Wireless** plan option features a minimum 1 month agreement. (Also available with 12, 24, 36 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 *$10* a month.

Included Features

There are a range of value-added features included with **Clear FW**, 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 $99.00.

Monthly Charges

The Clear Clear Fixed Wireless 500GB 40/8 12 Month Contract plan has a:

- Monthly Charge of $89.95
- Unit cost of $0.18 per 1GB of data
- Peak Speed of 40mbps down/8mbps up
- Typical evening speed of 28mbps
- Monthly Data limit of 500GB

Total Minimum Price

On a 12 month agreement the Total Minimum Price is $1,178.40, comprising the $99.00 installation fee and 12 months at $89.95 per month.

Excess Usage

Both upload and download count towards your monthly included data. There are no excess usage charges, instead traffic beyond the included data quota will be slowed to *128kbps/128kbps*.

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 FW usage at myclear.clearnetworks.com.au.

Customer Service Contact Details

Contact	Sales	Customer Care / Technical Support
Phone	1300 855 215	1300 855 215
Email	sales@clearnetworks.com.au	support@clearnetworks.com.au
Hours	Weekdays 9:00am to 5:30pm AEST	Weekdays 9:00am to 9pm & Saturday 12:00pm to 5pm 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.

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.