

C2AINTERNET.COM.AU PTY LTD

T/AS c2a.com.au

**Critical Information Summary**

***Broadband plans explained (business)***

**Information About The Service**

*The service:*

c2a Fixed wireless broadband is a fast and alternate way of providing broadband to both residential and businesses, no phone lines required.

c2a Broadband services are another way to get connected to the internet if you live outside of c2a fixed wireless broadband area, phone line required.

All of c2a Services are unlimited.

*Bundling:*

There is no bundling required with this plan

*Initial installation/connection Charges:*

\$150 installation for fixed wireless business broadband services

*Mandatory components:*

Fixed wireless broadband :- Installation of a rooftop CPE is required for the service to work, this is provided by c2a and included in the installation cost.

*Minimum term:*

Fixed wireless Services:- There is a minimum 6 month commitment or \$80 removal/disconnection of equipment within that 6 months, otherwise \$0 after 6 months and no ongoing contract obligation.

*Important conditions:*

The c2a Fixed Wireless service may not be available at your location. Please go to our website [www.c2a.com.au/coverage.html](http://www.c2a.com.au/coverage.html) for Fixed wireless Broadband coverage or call us on 1300 820 320 to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

## Information About Pricing

*Maximum monthly charge:*

Plan Type	1 month	6 Months + \$150 (once off) Installation
5Mbps/1Mbps Business Grade 1:1 contention ratio 100Gig	\$69.95	\$569.70
5Mbps/5Mbps Business Grade 1:1 contention ratio 200Gig	\$169.95	\$1169.70
10Mbps/5Mbps Business Grade 1:1 contention ratio 100Gig	\$149.95	\$1049.70
10Mbps/5Mbps Business Grade 1:1 contention ratio 200Gig	\$189.95	\$1289.70
10Mbps/5Mbps Business Grade 1:1 contention ratio 500Gig	\$349.95	\$2249.70
<b>20Mbps/20Mbps Business grade Symmetrical Fixed Wireless 1:1 contention ratio 100 Gig</b>	\$349.95	\$2249.70
<b>20Mbps/20Mbps Business grade Symmetrical Fixed Wireless 1:1 contention ratio 200Gig</b>	\$499.95	\$3149.70
<b>20Mbps/20Mbps Business grade Symmetrical Fixed Wireless 1:1 contention ratio 500Gig</b>	\$599.95	\$3749.70

## Other Information:

*Early termination charges:*

Fixed Wireless Broadband \$80 within 6 months \$0 After 6 months

*Enquires, feedback and complaints:*

We are committed to providing you with excellent service. Please contact us by calling 1300 820 320 or by sending an email to [info@c2a.com.au](mailto:info@c2a.com.au) if you have any questions, would like to give feedback or complain.

*Telecommunications Industry Ombudsman*

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1 800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of June 2014.