

C2AINTERNET.COM.AU PTY LTD

T/AS c2a.com.au

**Critical Information Summary**

***Residential Fixed Wireless Broadband plans explained***

**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.

*Bundling:*

There is no bundling required with this plan

*Initial installation/connection Charges:*

\$99 installation for fixed wireless 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. A Modem is also required, we can reuse existing Modem, or we can provide one at an extra cost (Note: not all existing Modems may work)

*Minimum term:*

Fixed Wireless Services: - There is a minimum 6 month commitment or \$99 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	1 Month	6 months inc \$99(once off) install
Fixed Wireless 20/5 40 Gig	\$39.95	\$239.70
Fixed Wireless 25/5 80 Gig	\$49.95	\$299.70
Fixed Wireless 25/5 Unlimited	\$59.95	\$359.70
Fixed Wireless 45/10 Unlimited	\$69.95 per month	\$518.70
Fixed Wireless 50/25 Unlimited	\$79.95 per month	\$479.70
Fixed Wireless 70/30 Unlimited	\$99.95 per month	\$698.70
*Data is counted both on the download and upload		

### Other Information:

*Shaping:*

Shaping of 512/128k will occur once data cap has been reached

*Data Blocks:*

Data blocks can be purchased to un shape your service and can be bought at a rate of  
\$10 for 20GB \$20 for 40GB \$30 for 80 GB \$40 for 100GB

*Early termination charges:*

Fixed Wireless Broadband \$99 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 the 9<sup>th</sup> of February 2024