

Critical Information Summary

Information About the Service – The Galah 10Mbps/10Mbps – Flexi

Description of the service

The Uniti Air business wireless broadband service is a fixed wireless broadband service, providing you with a high-speed wireless Internet connection. This link is delivered over our wireless network infrastructure, without requiring the connection of a phone line or the use of fixed wired services.

The service will be provisioned to deliver a maximum **10Mbps** download speed and **10Mbps** upload speed. You will not be able to achieve this maximum speed all of the time. Your speed will likely be affected by load on the network, local conditions and your hardware or software. The service is configured to prioritise VoIP traffic and is not to be used for anything other than VoIP.

Please see more information on the service in the Service Description and Customer Service Agreement available online at: <https://unitiwireless.com/legal/>

Requirements

You need to be an existing Uniti Air business customer to qualify for The Galah.

Minimum Term

The minimum term is one month on the Month-to-Month Flexi Plan.

Information About Pricing

Setup & Cancellation Charges

Business Flexi customers have a standard activation fee of **\$99.95**.

No early cancellation charge is payable on Month-to-Month Flexi Plans.

Monthly Charges

The Monthly charges are listed in the pricing table below.

The minimum monthly charge plus the activation fee equals the Minimum Total Cost of the plan.

Plan Name	Monthly Quota	Monthly Charge	Minimum Total Cost	Cost/GB
The Galah	Unlimited	\$39.95	\$139.90	N/A

Other Information

Customer Support

If you require assistance in regards to your service, please contact us on **1300 847 201** or support@unitiwireless.com.

Complaints Resolution

If you are not satisfied with the outcome of your customer support request and wish to make a complaint to have this resolved please email as at: resolutions@unitiwireless.com.

If you are still unsatisfied with the resolution of your complaint, you may contact the TIO (Telecommunications Industry Ombudsmen). They can be contacted by phone on **1800 062 058** or <http://www.tio.com.au/making-a-complaint>.

Note: This is only a summary. Full Terms & Conditions for this service are also available at <https://unitiwireless.com/legal/>.

