

# Critical Information Summary

## Information About the Service – Residential 25Mbps/10Mbps – Flexi

### Description of the service

The Uniti Air residential 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 **25Mbps** 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.

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 a compatible broadband modem to connect to the service. Our service comes with a complimentary WiFi modem that will be connected as part of the installation. You can continue to use the supplied modem or install and configure your own.

### Availability

Uniti Air wireless broadband services are not available in all locations or all premises. To check availability of the service at your location, please visit <https://unitiwireless.com/residential-plans/> and complete the signup form for your desired plan. We will contact you shortly after to advise on availability at your location.

### Minimum Term

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

## Information About Pricing

### Setup & Cancellation Charges

Residential Flexi customers have a standard activation fee of **\$399.95**.

No early cancellation charge payable on a Month-to-Month Flexi Plan.

If decide to relocate your service during the life time of your contract, then you will be required to pay an additional relocation fee that will be equal to the installation fee you paid at the commencement of your contract.

### 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
Gecko	150 GB	\$59.95	\$459.90	\$0.40
Otterly Fast	500 GB	\$79.95	\$479.90	\$0.27
The Pride	1000 GB	\$99.95	\$499.90	\$0.17
Cheetah	1500 GB	\$149.95	\$549.90	\$0.15



### Data Packs

Data packs are available to boost your monthly data quota, data blocks you purchase will be deducted from your excess data if you've been shaped and Data Blocks are non-refundable. The table listed below includes all the data blocks that we offer for purchase.

Size	Price
2 GB	\$5.00
10 GB	\$10.00
20 GB	\$15.00
50 GB	\$30.00
100 GB	\$50.00
200 GB	\$80.00

You can add extra data packs under the Your Services section of your customer portal that you can access at: <https://unitiwireless.com/customer-portal/>

## Other Information

### Data Usage

Your data usage is calculated using your downloads and uploads. If you go over this allowance your service speed will be reduced to **1Mbps** until the end of the billing period. There is no charge for going over your quota.

You may choose to top up your data allowance for the rest of the billing period by visiting our website and purchasing a top up.

### Track Your Usage

You can monitor your monthly wireless broadband data usage by signing into your Account at <https://unitiwireless.com/customer-portal/> or head to <https://unitiwireless.com> and click on 'Customer Portal' on the main menu.

We will send you an email to the email address you provided when you registered, advising when your usage reaches 50%, 85% and 100% of your monthly allowance.

### Customer Support

If you require assistance in regards to your service, please contact us on **1300 847 201** or [support@unitiwireless.com](mailto: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](mailto: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/>.

