

CiFi Pty Ltd - "Christmas Island Fibre Internet"

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## CRITICAL INFORMATION SUMMARY – FIXED SMALL BUSINESS SERVICES



### Pricing Summary – Residential Fixed Wireless Services

<b>Service Name</b>	<b>Monthly Charge</b>	<b>Monthly Data Allowance</b> <i>On Peak (8am – 12am) Off Peak (12am – 8am)</i>	<b>Speed Tier</b> <i>Download/Upload</i>	<b>Total Minimum Cost (No Contract Term)</b> <i>Based on one monthly charge + standard installation cost</i>	<b>Total Minimum Cost (12 Month Contract)</b> <i>Based on one monthly charge, free installation cost</i>	<b>Cost per GB of Included Data</b>
<b>Small Business S</b>	\$110	70 GB + Unlimited	8mbps/2mbps	\$330	\$1320	\$1.57
<b>Small Business M</b>	\$160	120 GB + Unlimited	8mbps/4mbps	\$380	\$1920	\$1.33
<b>Small Business L</b>	\$250	200 GB + Unlimited	10mbps/4mbps	\$470	\$3000	\$1.25

### Service Information

CiFi's wireless network is a high-performance network utilizing both fixed wireless & 4G LTE technologies to deliver our high-speed fiber internet access to customer premises (fixed services) and directly to mobile devices (smartphones, tablets etc).

Our standard service installation includes an easy-to-use router which is installed into your premises, and is fully managed & configured by CiFi. These routers provide both WiFi access and ethernet cable connection for easy access from your devices.

### Service Availability

Availability depends on your location relative to our transmission towers. Most areas are immediately serviceable, but some areas with weaker signals may require a roof mounted antenna and other supporting equipment to achieve sufficient signal levels for service.

Some customers in limited service areas will need to have a site survey conducted by CiFi before connecting your new service, and in the event we are unable to provide an acceptable service, you will not be required to proceed with the service order and any amount paid to CiFi will be refunded.

Please check our website for a full coverage map of our network service areas.

### Requirements

You will require a wireless modem/router for all CiFi services. Our standard installation fee includes a basic indoor modem/router which also provides WiFi and cabled ethernet connectivity to your devices. These devices are configured & managed by CiFi for the duration of the service.

Customers in areas with moderate or limited coverage may require roof mounted antennas which attract a slightly higher installation fee. All installation costs will be quoted and detailed at the time of service sign up.

### Installation Charges

<b>Installation Type</b>	<b>Cost</b>
<b>Standard Fixed Wireless Installation</b> (Including Modem/Router)	\$220
<b>Roof Mounted Fixed Wireless Installation</b> (Single Storey Premises, Including outdoor Modem/Router)	\$399
<b>Additional Cabling &amp; Installation Hardware</b>	Labour at \$110 per hour Hardware to be quoted

### Other Charges

<b>Item</b>	<b>Cost</b>
<b>10 GB Top-Up Data Pack</b>	\$20
<b>50 GB Top-Up Data Pack</b>	\$90
<b>Static IP Address</b>	Optionally Included

## **Billing**

The figures in this Critical Information Summary are for a full billing cycle. Our billing cycle is based on the calendar month. You will be billed on the day of service activation each month, for the next month in advance. Any additional charges incurred during the previous period, such as the addition of data packs or a plan change, will also be included on your next bill.

All bills are automatically charged on the day of issue, and services have a 7 day grace period should automatic billing fail for any reason.

All recurring billing is performed by direct debit from a nominated credit card (VISA or Mastercard) which can be managed from our customer portal. Your bills will be sent to the email address nominated on your service application. To update these details, view your payment history, or retrieve copies of previous bills, you can do so in our Customer Portal.

## **Minimum Term**

CiFi service plans are supplied on either a no-minimum (month-to-month) contract term with a minimum of 1 month, or on a 12-month contract term (early termination fees apply).

## **Early Termination Charges**

Any service under a 12-month contract term will attract a \$300 early termination fee if the contract term has more than 1 month remaining at the time of cancellation. This fee is subject to our full terms & conditions available on our website.

## **Plan Changes**

Plan changes can be requested by contacting our team via email, raising a ticket in our customer portal, or by telephone during business hours, Monday to Friday. Plan changes can take effect immediately or be scheduled for a later date. Once your plan is changed, you will see a charge or credit to reflect this on your next bill.

The minimum term for any plan change is 1 month.

## **Service Relocation**

If you move house, or wish to relocate your CiFi service to a new premises, you must request a relocation via email, raising a ticket in our customer portal, or by telephone during business hours, Monday to Friday.

Any attempt to relocate a service from the address provided on the application for service without advising CiFi is a breach of the T&C's and will result in service suspension or cancellation.

## **Speeds**

Actual speeds vary, and are affected by network infrastructure, internet connectivity, wireless interference, limitations of devices, mobiles, consoles, computers, cables that you use, the bandwidth of other services (e.g. p2p

games, website, download sources), and other users on the network. Speeds may be slower when your devices are connected by Wi-Fi.

## **T&C's and Fair Use Policy**

You must comply with the terms & conditions (which includes our Fair Use Policy) and not use the service in a manner which is unreasonable, unfair or unacceptable as defined in the T&C's. We may act if you breach the Fair Use Policy, including suspending or cancelling your service.

Sharing or reticulating (transmitting) your service from your premises to any location outside of the address on the application for service is a breach of the T&C's and will result in service suspension or cancellation, and potential restriction from accessing CiFi's services in the future. Full terms & conditions are available on our website.

## **Data Usage & Data Packs**

Usage is counted as the total of downloads plus uploads. You can view your data usage information by logging into your account on our Customer Portal. We'll also provide you with email and/or SMS usage alerts once you've reached approximately 50%, 85% and 100% of your data allowance.

You can purchase additional data top-up packs via the customer portal, pricing can be found on this CIS and in the portal. Data does not roll over month-to-month, and any unused data from purchased data packs expires at the end of that billing cycle.

Data allowances are based on On-Peak + Off-Peak times. On-Peak times are from 8am to 12pm. Off-Peak times are from 12am – 8am.

## **Customer Service**

You can contact us and obtain more information about our services on our website, or if you are an established customer, via the Customer Portal (links below). Alternatively, contact email & phone numbers are located on the first page of this document.

If you have a problem or complaint about your service, contact us via our support email or by lodging a ticket on the Customer Portal, and we will assist you.

CiFi is a member of the TIO, and in the unlikely event we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by visiting the TIO Website <https://www.tio.com.au/>

## **Useful Links:**

**Customer Portal:** <https://portal.cifi.com.au>

**CiFi Website:** <http://cifi.com.au>

**Terms & Conditions:** [Click Here](#)

**Support Email:** [support@cifi.com.au](mailto:support@cifi.com.au)