



## CRITICAL INFORMATION SUMMARY – MOBILE SERVICES

### Pricing Summary – Mobile Services

<i>Service Name</i>	<i>Monthly Charge</i>	<i>Monthly Data Allowance</i>	<i>Max Speed Tier Download/Upload</i>	<i>Total Minimum Cost (No Contract Term)</i> <i>Based on one monthly charge + standard installation cost</i>	<i>Total Minimum Cost (12 Month Contract)</i> <i>Based on one monthly charge, free installation cost</i>	<i>Cost per GB of Included Data</i>
<b>PAYG (Pay As You Go)</b>	\$15	3 GB	8mbps/5mbps	\$15	N/A	\$5
<b>Mobile Small</b>	\$30	15 GB	8mbps/8mbps	\$30	N/A	\$2
<b>Mobile Medium</b>	\$45	25 GB	8mbps/8mbps	\$45	N/A	\$1.80c
<b>Residential Large</b>	\$70	45 GB	8mbps/8mbps	\$70	N/A	\$1.55c

### Service Information

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

Mobile services may be used directly in device (SIM only service) or with a portable WiFi dongle, purchased along with a mobile service plan.

Mobile services can be used anywhere there is CiFi mobile network coverage.

### Service Availability

Availability depends on your location relative to our transmission towers. Most populated areas are immediately serviceable, including the main township & nearby areas.

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

### Requirements

You will require either a compatible 4G LTE enabled device, such as a smartphone or tablet (SIM only service), or a compatible CiFi WiFi dongle/router for all CiFi Mobile services. CiFi offers the portable WiFi dongles for purchase as a one time cost along with all mobile service plans.

Costs will be quoted and detailed at the time of service sign up.

### Installation Charges

<i>Installation Type</i>	<i>Cost</i>
<b>SIM Only Service</b> (used in customer owned device)	N/A
<b>CiFi CAT6+ WiFi Portable Dongle</b>	\$220
<b>CiFi CAT6+ Indoor WiFi Router</b>	\$399
<b>Re-connection Fee</b>	\$60
<b>Additional Cabling &amp; Installation Hardware</b>	Labour at \$110 per hour Hardware to be quoted

### Other Charges

<i>Item</i>	<i>Cost</i>
<b>10 GB Top-Up Data Pack</b>	\$20
<b>50 GB Top-Up Data Pack</b>	\$90

## **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) or bank account 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 contract term with a minimum of 1 month (month-to-month), or on a 12-month or 24-month contract term (early termination fees apply).

## **Early Termination Charges**

No early termination charges apply to mobile services. This 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 billing month.

## **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 for purposes other than your own personal use 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.

## **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 – See CiFi Website**

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

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