

## **BITS Wireless Critical Information Summary**

### **Information about the service**

Information about the Service Wires Broadband offers fixed wireless broadband services to customers within its coverage areas, the service is delivered using a variety of Point to Point and Point to Multi-Point wireless technologies including WiFi, LTE and WiMax.

### **Required Services & Availability**

To connect to this service a customer requires Line of Sight to an established access point and achieve a minimum signal strength standard set by our technical staff. Once line of sight is established an antenna is placed on the exterior of the building and an Ethernet cable installed between the antenna and Internet socket inside the building. This service is stand alone and does not require any additional phone services to support it.

### **Minimum Term**

The minimum connection term is 12 concurrent months from the date of the service is active and ready to use, should the customer disconnect within this period a disconnection fee may be applicable.

### **Excess Usage**

There are no excess usage charges on this service; once the monthly allowance has been reached the service will be slowed or shaped, the shaping speed is specified in the plan information table.

### **Cancellation Fees**

The customer must specifically request the cancellation of each service and receive an acknowledgement of this request, At which time an early termination fee of the remainder of the contract length at the cost of \$49.95 per remaining month would be charged if the service has been active for less than the time specified in the service term.

### **Billing Information**

Your account will be billed initially for the setup cost and any associated hardware for your specific order. Once your service has been installed and confirmed by our technicians, your nominated Credit Card will be billed for your first month, and then each month from that date onwards.

If your credit card is rejected at any time you will be contacted by us to rectify the issue. If the issue cannot be rectified your service may be suspended.