



Critical Information Summary – Residential

Information About The Service

Description of the Service

We offer residents high speed wireless internet services in our coverage areas within the Perth Metropolitan area using fixed wireless technologies.

Requirements and Availability

Any service is dependent on Line of Sight to one of our Access Points (AP) in our coverage area and the successful undertaking of a site survey by Community Communications staff who will check for a minimum signal strength from your roof. We will then advise you whether or not a service can be provided, and if successful we will install and provision the consumer premises equipment (CPE).

Additionally, a compatible wireless router capable of PPPoE authentication is required in home to share the connection with wired or wireless devices, such as desktop computers, smart phones, tablets or smart televisions.

Minimum Term

Information About The Pricing

The Charges payable include the Monthly Charges, Installation and Other Fees & Charges as outlined below.

Monthly Charges

Speed (mbps)		Plan Description	Download Data Allowance (Upload = unlimited)				
Down	Up		50GB	100GB	250GB	500GB	1000GB
12	2	Base	\$40	\$50	\$60	\$70	\$80
22	4	XStreamer	N/A*	\$60	\$70	\$80	\$90
32	6	Utopia	N/A*	N/A*	\$80	\$90	\$100
			Total Data Allowance (Up and download)				
7	7	Videocaller	N/A*	\$60	\$70	\$80	\$90
2	1	Shaped					

* N/A – Not available data allowances on that plan

Excess Usage

- There are no excess usage charges on our plans, instead any traffic beyond data allowance will be shaped to 2Mbps/1Mbps.
- Quota is counted as the total of downloads.
- Usage is reset to the data allowance on the first day of each month.

Setup and Cancellation Fees

Contract Term	Setup Fee (inc. GST)	Setup Fee (inc. GST) – Monthly
Month to Month – Pre-paid	\$300	Nil
Month to Month – Pre-aid with Extended mast or Non-Standard Wireless Radio	\$450	Nil
Month to Mont – Pre-paid with both extended Mast and Non-Standard Wireless radio	\$750	Nil
24 Months	Nil	\$18
24 Months with Extended Mast or Non-Standard Wireless Radio	Nil	\$25
24 Months with both Extended Mast and Non-Standard Wireless Radio	Nil	\$40

Other Information

Usage Information

Usage information is available through <http://myaccount.comcoms.com.au/>

Customer Service Contact Details

You can contact Customer Service via:

- Phone: TBA
- Email: support@comcoms.com.au
- Website: <http://comcoms.com.au/>

Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Community Communications WISP, you may wish to contact the TIO, an independent dispute resolution body via:

- Phone: Email: Fax: Mail:
- 1800 062 058
- tio@tio.com.au
- 1800 630 614
- PO Box 276, Collins Street West VIC 8007