

CRITICAL INFORMATION SUMMARY

Fixed Wireless Internet

PLAN PRICING

This summary may not reflect any or all discounts or promotions which may apply from time to time.

| Plan | Speed (Mbps) | Monthly Data Allowance | Monthly Cost | Minimum Term | Minimum Total Cost |
|--------------------|--------------|------------------------|--------------|--------------|--------------------|
| FW#150/50 | Up to 150/50 | Unlimited | \$ 109.95 | 1 Month | \$ 608.95 |
| FW#150/50 | Up to 150/50 | Unlimited | \$ 109.95 | 12 Months | \$ 1319.40 |
| FW-B#150/50 | Up to 150/50 | Unlimited | \$ 119.95 | 1 Month | \$ 618.95 |
| FW-B#150/50 | Up to 150/50 | Unlimited | \$ 119.95 | 12 Months | \$ 1439.40 |

Service description

Fixed Wireless Internet is a product which delivers broadband to the boundary point of your premises. The product is available on a 1-month or 12-month term. Delivery of the product on a 1-month term is subject to a \$499.00 installation fee.

Availability

These services are available at selected coverage areas and are subject to infrastructure availability at each customer premises. To check service availability, please contact us on (03) 5292 3655.

Speeds

A Fixed Wireless service can never go faster than the maximum speed available at the premises, so we will confirm your actual speeds after connection and let you know if your address is not able to achieve the maximum speed of your plan. Ongoing throughput speeds may be slower than the maximum speed of your plan and could vary due to many factors including:

- Your hardware and software configuration.
- The source and type of content accessed.
- The number of users and performance of interconnecting infrastructure not operated by us.
- Whether your device is connected by Wi-Fi or Powerline Adaptor rather than direct ethernet cable.
- Other factors outside of our control.

Qualifications

Our Acceptable Use Policy exists to ensure all our customers can access our services, and do not use them in a manner we consider unreasonable or unacceptable. The policy sets customer responsibilities for the use of our services and outlines the steps we

may take to monitor your compliance with this policy. The policy can be viewed on our website at www.itsfubar.com.au/legal/aup.

By completing a sign up with us you agree your service may be restricted or terminated if:

- You fail to pay your bill.
- You are abusive to our staff.
- You breach the terms of our Acceptable Use Policy.

Installation

In addition to the monthly charge, customers will be invoiced for the following:

| Minimum Term | Installation Fee |
|----------------|------------------|
| 1 Month | \$499.00 |

Where suitable existing equipment is available at the property, a Reactivation Fee will be applied instead of an Installation Fee:

| Minimum Term | Reactivation Fee |
|----------------|------------------|
| 1 Month | \$99.00 |

Installer site appointments are required for both installations and reactivations. IT'S FUBAR Technology Services reserves the right to charge for non-standard installations. The installed data radio (dish/antenna) remains the property of Hyperwave (our carriage partner), even if the property is subsequently sold.

Equipment

You will require a modem/router. If you do not have one, you may contact us, and we will supply one at your cost.

ADDITIONAL INFORMATION ABOUT PRICING

How are payments made?

You will need to set up automatic payments from a credit/debit card or bank account to purchase this service. Service(s) are charged for the full month in advance and are non-refundable.

When are payments made?

You will be automatically charged via your selected payment method at the start of each billing cycle for recurring charges.

Plan changes

You can change your plan to any of our Fixed Wireless plans (if available at your premises) at any time without incurring any plan change fees. Other fees may apply.

Cancellation

You may advise us at any stage that you wish to cancel your service, and this will be processed at the end of the current billing cycle. You are required to pay the full amount for the current month of service, subject to your consumer law rights. Early Termination Charges may apply:

| Minimum Term | Maximum Termination Fee |
|--------------|-------------------------|
| 1 Month | \$0.00 |
| 12 Months | \$499.00 |

Relocation fees

If you are within your Minimum Term, and you relocate to an address that we cannot service or you chose not to relocate the service, then an early termination charge (ETC) will apply. Relocation charges start at \$175.00

OTHER INFORMATION

Customer service

We have team who can help you with any support, accounts, or sales related questions. You may contact us via phone on (03) 5292 3655 or via email at support@itsfubar.com.au.

Complaints

If you are not happy with your service, a complaint can be raised with us via (03) 5292 3655 during or by emailing our team at support@itsfubar.com.au. If you are still not happy with the outcome of your complaint after contacting us, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or by visiting the Telecommunications Industry Ombudsman website at www.tio.com.au/making-a-complaint.

Usage information

You may find your previous usage information displayed in your online customer portal at accessible at <https://my.itsfubar.com.au>.