

Critical Information Summary

Service to be provided: We use Prospecta Utilities Fixed Wireless Access infrastructure to deliver 5G broadband to your premises.

Data Included	Smart Connect
Unlimited	Download: 25 Mbps to 500 Mbps Upload: 5 Mbps to 20 Mbps
Minimum/Maximum Monthly Charge	\$80.00 Including GST
Typical Evening Download/Upload Speeds (7pm - 11pm) ¹	As speeds may differ based on location and use, please call us to provide some practical guidance.
Early Termination Charge	The sum of 50% of the aggregate recurring service fees for each remaining month in the Minimum Contract Period
Minimum Term (Months)	12

1. Typical Evening Speed experienced between 7pm - 11pm may vary due to several seasons. Please refer to the 'Fixed Wireless Service Speeds' section for more information.

Information about the service

Prospecta Connect Broadband service uses Prospecta Utilities Fixed Wireless equipment to deliver 5G broadband to your premises. These services provide the typical download and upload speeds listed for each plan in the table above.

Where is it available?

These services are only available in selected areas on our 5G Network.

What do I need to access the service?

You will need specific Prospecta Connect equipment installed at your property, if you do not have this equipment installed already you will need to contact Prospecta Connect on 1800 943 052 to have it installed before signing up with Prospecta Connect. You will also need a modem/router that is compatible

with your service (see “equipment fees” on next page).

Minimum term of the service

This service is an initial 12-month contract and thereafter month-to-month with no fixed term.

Fixed Wireless Service Speeds

All speeds are best effort and are not guaranteed. The maximum access service speed describes the theoretical maximum speed attainable by the Prospecta Connect network at the highest transmission rate of the wireless network made possible by the technology. Factors such as distance or line of sight to the tower, vegetation, geography, built obstructions, or the weather, environmental, or technical limitations may prevent the fixed wireless signal from achieving maximum speeds. Other factors that may affect

performance include radiofrequency and signal interference.

In addition, below are factors which can affect the speeds received by your devices within your home (Local-Area-Network (LAN)):

- Connecting to the router via WiFi instead of an Ethernet LAN cable (most common).
- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, power-line adapters, or hardware firewalls).
- The performance and configuration of any third-party network equipment
- The number of users simultaneously accessing the local network and/or internet service at any one time.
- The use of VPN software installed on your end device(s) or network equipment.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at <https://www.prospectautilities.com/policies/>

Information about pricing

Excess usage

There are no excess usage charges.

Exit fee

The early termination fee is equal to the sum of 50% of the aggregate recurring service fees

for each remaining month in the Minimum Contract Period.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You can purchase a Prospecta Connect ready router from Prospecta Connect or you can bring your own compatible router if you prefer.

Call-Out fee

A \$150 fee is applicable if the issue is not related to our service.

Other possible charges

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro rata refunds on plan downgrades.

Note: All costs mentioned on this critical information summary are inclusive of GST, other than where 'excluding GST' is indicated.

Other information

Customer service

We have an all Australian-based team who can help you with any technical support, account, or sales questions. Just give us a call on 1800 943 052, or lodge a fault via <https://www.prospectautilities.com/prospectaconnect>. Our support hours are business hours 9:00-17:00 AEST, Mon – Fri and excluding weekends and public holidays in the State where your residence is located — check our website for any changes.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see the Telecommunications Industry Ombudsman (TIO). If you are still not

happy with the outcome of your complaint after following our dispute resolution process, you can contact the TIO for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint