

## CRITICAL INFORMATION SUMMARY

# SONIC WIRELESS RESIDENTIAL

### Information About This Service

Sonic Wireless is a next generation wireless network servicing the areas of Bunbury, Geraldton and Perth, Western Australia. Fixed wireless offers high speed internet access. It does not require a phone line, making it ideal for homes that struggle to receive an internet connection through traditional means. The Maximum speeds achievable will depend upon your distance to our transmission towers. Availability depends on the line of sight between your premises and the Sonic Wireless Internet transmission towers. After you signup, we will complete an electronic site survey to determine your eligibility and you will be advised whether you can be connected. This is done at no charge to you. You will require an antenna to be installed on your roof in order to access this service.

### Mandatory Components

We will deliver your Sonic Wireless connection via an antenna mounted to your roof plus the required external cabling to support the service. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. You will also require an appropriate Router which can either be supplied by The Telco Spot or purchased via a third party. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

### Minimum Term

Our Sonic Wireless plans are available on 12 month and 24-month terms. Please refer to your solution proposal for further information or contact us to discuss your plan options. 12-month plans incur an initial \$300 inc GST installation for your service. On 24-month terms this fee is waived.

**08 9792 5142**

**[enquiries@thetelcospot.com.au](mailto:enquiries@thetelcospot.com.au)**

### Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

### Information About Pricing

Please refer to the following table for pricing information

PLAN	75/25	100/50	150/50	200/50
MONTHLY CHARGE	\$105	\$130	\$140	\$155
MAXIMUM THEORETICAL DOWNLOAD SPEED	75Mbps	100Mbps	150Mbps	200Mbps
WHATS INCLUDED	One unlimited Sonic Wireless connection			
MINIMUM COST (12 MONTH)	\$1656	\$1860	\$1980	\$2160
MINIMUM COST (24 MONTH)	\$2520	\$3120	\$3360	\$3720

**[www.thetelcospot.com.au](http://www.thetelcospot.com.au)**

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### Billing

The figures in the table above are for a full billing cycle, however your first bill may also include pro-rata charges for part of a month. Our billing cycle is from the 28<sup>th</sup> to the 27<sup>th</sup> of the following month. Bills are issued on approximately the 4<sup>th</sup> of the month, for a month in advance. In some cases your bill may also include additional charges such as purchased hardware or professional setup fees if requested. If in the event the direct debit payment is rejected/bounces, a \$15.00 dishonour fee applies.

### Speeds

Actual speeds will vary and are affected by network infrastructure, internet connectivity, wireless interference, limitations of connected devices, cabling, bandwidth of other services (e.g. p2p games, website, download sources), VPN's, Streaming services and other users on the network. Speeds may be slower when devices are connected by Wi-Fi.

### NBN Service Termination Policy

#### *Purpose*

This policy outlines the terms and conditions under which an NBN service may be terminated, either by the customer or by the provider. All termination requests must be made in writing to ensure clarity and proper record keeping.

#### *Notice of Termination*

All requests to terminate an NBN service must be submitted in writing (by letter or email) to the Telco Spot. Written notice must include:

Customer's full name  
Service address  
Account number  
Effective date of termination  
Reason for termination (if applicable)

#### *Notice Period*

Customers must provide a minimum of 30 days' written notice prior to the requested termination date, unless otherwise agreed in writing. The termination date cannot be backdated.

#### *Provider-Initiated Termination*

The Telco Spot may terminate the NBN service by written notice to the customer if:

The customer breaches the terms of service, including failure to pay outstanding fees.

The service is no longer technically feasible or available at the premises.

The customer engages in unlawful or prohibited use of the service.

In such cases, The Telco Spot will provide at least 14 days' written notice of termination, unless immediate termination is required for legal or security reasons.

#### *Final Charges*

The customer remains responsible for all fees and charges up to the effective termination date.

Any early termination fees (if applicable under the contract) will be charged as per the customer's service agreement.

Equipment provided by The Telco Spot must be returned in good working condition within 14 days of termination, unless otherwise agreed. If equipment is not returned to The Telco Spot within 14 days, the cost of outstanding equipment will be included on the final account.

#### *Confirmation of Termination*

Upon receipt and processing of the written termination request, The Telco Spot will issue a written confirmation of service termination, including the final billing date and any applicable charges.

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### Other Information

You can monitor your billing at <https://www.thetelcospot.net.au>

Enquiries, feedback and complaints: We're here to help. Please contact us by calling 08 9792 5142 or by sending an email to [enquiries@thetelcospot.com.au](mailto:enquiries@thetelcospot.com.au) if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO): We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows: Phone: 1800 062 058 Fax: 1800 630 614 Online: <http://www.tio.com.au/making-a-complaint>

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