

# Critical Information Summary: ACCELERATE Business Plans



## **Information about the service:**

The Downstream Connect Business Internet Service delivers a reliable, high-speed, fixed wireless internet connection to locations across Colac & District using our wireless network; without requiring a conventional phone line. The service will be provisioned to deliver the 'plan' selected download speed and the upload speed, within the Downstream Network. You will not be able to achieve this maximum speed all the time. Actual speeds will vary online due to internet traffic, servers, locations, and routers and is not within the control of Downstream Connect.

### **Please note:**

- Primary link (150/150, 200/200,250/250 & 300/300) are subject to decreased throughput in bad weather, in which case all plans will automatically fail over to a 100/20 service until the weather gets better and then failback to the primary link.

Our business customers also enjoy priority of service, which means that they are back up and running as soon as possible.

### **Important Qualifications:**

1. Line of Sight (LOS) to one of our transmission towers is required.
2. Accelerate is only available for businesses. Eligible businesses must also be within a 600m radius of our Murray Street tower located in the CBD.

### **Requirements and Availability:**

Downstream Connect Fixed-Wireless Internet services is subject to service qualification which includes confirming line of sight to our Murray Street transmission tower in the Colac CBD. To supply the service, we need to install two (2) external wireless antennas on your premises in a suitable location which has line of sight to the Murray St tower. To check availability of the service, please complete an online form at the bottom of this webpage and we will advise you on the availability at your location: <https://downstreamconnect.com.au/internet-plans/>

## **Pricing Information:**

### **Installation Fees:**

#### **Standard Install (straight forward installation of equipment):**

\$550 (incl GST) – Includes Customer Premises Equipment, 2 dishes, 1m mast, and a specialised router.

Additional \$50 for businesses with a tile roof, as we need to install a specially designed mount.

#### **Non-Standard Install:**

Will be discussed with customer prior.

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### **Monthly Charges:**

Monthly charges are listed in the table below:

Plan Name	Speed	Data	Monthly Charge
ACCELERATE 150	150/150 Mbps	Unlimited	\$150 incl GST
ACCELERATE 200	200/200 Mbps	Unlimited	\$200 incl GST
ACCELERATE 250	250/250 Mbps	Unlimited	\$249 incl GST
ACCELERATE 300	300/300 Mbps	Unlimited	\$295 incl GST

### **Contract:**

Our contract with the customer will end within 30 days of the customer giving us notice of cancellation. In which time, we will need any outstanding payments cleared, and we will collect the CPE equipment from your property.

More information about our terms can be found on our website (<https://downstreamconnect.com.au/terms-and-conditions/>)

### **Customer Support:**

Visit our Customer Support page on our website for more assistance (<https://downstreamconnect.com.au/customer-support/>), or you can always contact our support team by email: [support@downstreamconnect.com.au](mailto:support@downstreamconnect.com.au) or phone: 1300 757 032.

### **Issues & Complaints:**

We endeavour to treat every issue with importance and urgency, so please get in contact by email: [support@downstreamconnect.com.au](mailto:support@downstreamconnect.com.au) or phone: 1300 757 032.

#### **Before you submit an issue:**

Make note of important details, such as what the issue is and when it started. Also consider what result will satisfy you.

#### **Further options:**

If you are still unsatisfied with the resolution of your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. As the TIO is an office of last resort, they cannot accept your complaint unless you have first given us the opportunity to consider it. The TIO can be contacted by calling 1800 062 058 or by visiting the TIO website (<https://www.tio.com.au/>).