

Critical Information Summary: Fixed Wireless Residential Plans



Information about the service:

The Downstream Connect Residential 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.

Important qualifications:

Line of Sight (LOS) to one of our transmission towers is required.

Requirements and Availability:

Downstream Connect Fixed-Wireless Internet services is subject to service qualification which includes confirming line of sight to one of our transmission towers in Colac. To supply the service, we need to install an external wireless antenna on your premises in a suitable location which has line of sight to one of our towers. 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):

\$250 – Includes Customer Premises Equipment, 1m mast, and router.

Additional \$50 for homes with a tile roof, as we need to install a specialised mount.

Non-Standard Install:

Will be discussed with customer prior.

Monthly Charges:

Monthly charges are listed in the table below:

Plan Name	Speed	Data	Monthly Charge
Basic Home	30/10 Mbps	Unlimited	\$65 incl GST
Intermediate Home	65/15 Mbps	Unlimited	\$75 incl GST
Advanced Home	100/20 Mbps	Unlimited	\$85 incl GST

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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 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 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/>) .