

A dark blue background with a network diagram consisting of white dots connected by thin white lines, forming a complex web of connections.

indigo

Critical Information Summary

indigo Fixed Wireless - Residential

AP Telecom Holdings Pty Ltd T/A Indigo Internet

Critical Information Summary

Service to be provided: indigo internet will use their own fixed wireless infrastructure to deliver broadband internet to your premises.

Month-to-Month Services

	Resi30	Resi50	Resi100
Data Allowance	Unlimited	Unlimited	Unlimited
Typical Evening Download Speed (7pm-11pm)	29Mbps	49Mbps	99Mbps
Typical Evening Upload Speed (7pm-11pm)	10Mbps	20Mbps	40Mbps
Minimum Monthly Charge	\$75	\$100	\$120
Maximum Monthly Charge	\$75	\$100	\$120
Standard Installation Charge	\$330	\$330	\$330
Early Termination Charge	\$0	\$0	\$0
Minimum Term	1 Month	1 Month	1 Month
Total Minimum Cost	\$405	\$430	\$450

Contracted Services

	Resi30	Resi50	Resi100
Data Allowance	Unlimited	Unlimited	Unlimited
Typical Evening Download Speed (7pm-11pm)	29Mbps	49Mbps	99Mbps
Typical Evening Upload Speed (7pm-11pm)	10Mbps	20Mbps	40Mbps
Minimum Monthly Charge	\$75	\$100	\$120
Maximum Monthly Charge	\$75	\$100	\$120
Standard Installation Charge	\$0	\$0	\$0
Early Termination Charge	\$330	\$330	\$330
Minimum Term	24 Months	24 Months	24 Month
Total Minimum Cost	\$1800	\$2400	\$2880

Information about the service

What is the service?

indigo internet uses their own fixed wireless infrastructure to provide high speed broadband internet to your premises. These services provide typical evening speeds as per the table above.

Where is it available?

indigo internet fixed wireless is available in select locations across South East Queensland. Upon enquiry, indigo internet will perform a "service qualification" to ensure that you can receive the service. This service qualification is obligation free and is performed at no cost.

What do I need to access the service?

To use our service, we are required to install a fixed wireless antenna, cabling and mounting hardware. We will also install a data point within your premises to connect your router.

You will also be required to provide a suitable router in order to use our service. Alternatively, you may opt to purchase a router from us – if you do so, we will install and configure the router on your behalf on the day of installation.

- The antenna is a small device (approximately 30cm in diameter) which is installed on your roof or above your eave, pointed at an indigo fixed wireless tower.
- The cabling is a cable which runs between the antenna and a data point inside your premises, at a location determined by the indigo internet technician. This is generally installed next to a power point.

This equipment remains the property of indigo internet at all times.

What is the minimum contract term?

indigo internet fixed wireless are supplied on either a month-to-month contract with a minimum term of one month, or on a 24 month fixed-term contract (early termination fees apply).

What are the costs associated with installation?

indigo internet fixed wireless requires us to install equipment at your premises – there is a charge associated with this, which we partially subsidize.

If you already have indigo internet equipment at your premises and your account was in good standing at the time of cancellation, there is no subsequent installation charge and you may enter into a month-to-month agreement without any installation, setup or establishment fees.

There are two types of installations – a standard installation and a complex installation.

Standard Installation

A standard installation is an installation on a single storey dwelling, which requires no more

than 30m of cabling and a single penetration through wood, gyprock or fibro from the outside of the property to the inside of the property.

Minimum Term	Standard Charge
Month to Month	\$330
24 Months	\$0

Complex Installation

A complex installation arises where there are factors which require indigo internet to dedicate additional time, materials or resources to complete the installation. On the day of the installation, indigo internet will provide you with an estimate advising you of any additional installation charges. If you do not wish to proceed, you may cancel the installation before works commence at no charge.

Complexity	Charge (inc GST)
Extension Pole – 2m	\$150
Extension Pole – 3m	\$300
Extension Pole – 5m	\$500
Additional cabling	\$2.50/mtr
Configuring a BYO router	\$20
Additional works	\$100/hr

What about IP addressing?

Your service is provided with a single, private IPv4 address behind our CG-NAT (Carrier Grade NAT) network. Should you require a public IP address, there will be an additional charge of \$10 per month. There is no contract term for doing this, however you cannot add or remove a public IP address more than once per month.

What are the early termination charges?

If you enter into a contract with us and choose to cancel it for any reason, early termination fees are applicable. Fixed-term contracts allow indigo internet to subsidize the costs associated with the equipment and labour used to in the installation process and thus must be recovered if you do not continue with our service.

Contract Term	Early Termination Charge
Month-to-month	\$0
24 Months	\$330

What if I want to transfer the service to someone else?

If you wish to transfer the service to someone else (such as if you are moving house or someone else in the household wants to take over the account), you may do so at any time.

If the service is month-to-month, there transferee (person taking over the service) will not be subject to any contract period.

If the service is still under contract, the transferee (person taking over the service) will become responsible for the remaining months on the contract.

You may transfer the service no more than once every six (6) calendar months. There is no change for transferring the service.

What happens when I cancel my service?

If you choose to cancel your service, you must provide us with at least 15 calendar days' notice. You will be charged up until the date the service is disconnected.

The equipment used to deliver your service (including the antenna, mounting hardware, cabling, PoE injector and data point) remain the property of indigo internet at all times. If you cancel your service, indigo internet may opt to collect some or all of this hardware at its discretion and you must provide access for us to do so. indigo internet reserves the right to leave some components of the installation (such as cabling, rooftop mounting hardware and wall sockets) at the premises where doing so would facilitate a subsequent installation, or where removal would cause damage to the property.

What if I want to change my service?

If you are on a month-to-month plan, you may upgrade or downgrade your plan once per billing month. Your upgrade or downgrade will be applied immediately and the pro-rated amount will be billed or credited to your account as applicable.

If you are on a fixed-term service, you may upgrade your plan at any time. If you choose to downgrade your service, you may not select a service with a lower minimum monthly charge than the service was established with.

If you wish to change your plan, you may do so in our customer portal, by emailing hello@indigointernet.com.au or by calling us on (07) 3128 2235.

Fair Use Policy

You must comply with our Fair Use policy and not use the service in a manner which is unreasonable, unfair or unacceptable. If you breach the Fair Use Policy, we may take actions to remedy this breach, including but not limited to suspending or cancelling your service.

How does billing work?

Bills

Bills are issued on the first day of each calendar month to the email address with which you signed up. You must pay your bill within seven (7) calendar days of it being issued.

All services are billed in advance – your first bill will be the sum of the first month of your service, and any installation charge (if applicable).

Paying Your Bill

Details for payment are located on your bill. You have a variety of options for paying your bill, including:

- Direct Deposit/Osko
- Credit Card

We reserve the right to charge a surcharge for credit card payments, but these will be no more than the cost associated with processing these payments with our payment vendor.

Performance

indigo internet provides the service on a best-effort basis, however it will endeavour to ensure that the performance of your service meets the typical evening speeds wherever possible.

Distributing the service around your premises is your responsibility. This includes the

configuration of your router (if you chose to bring one yourself), as well as ensuring that the router you have provided is capable of covering all locations in the premises in which you wish to use your service.

Many things can affect the performance of your service, including:

- Other users on your network consuming bandwidth
- The speed of the server you are connecting to
- Congestion outside of indigo internet's network
- Poor WiFi performance or coverage
- Faulty or underperforming equipment or devices.

indigo internet may provide suggestions or advice on improving the performance of your service, however this advice is provided on good-faith and any speed guarantees are made at the "demarcation point", which is usually the LAN-side of the PoE injector installed at your premises.

What if I require assistance with my service?

From time to time you may require assistance from indigo internet with regards to your service.

Service & Support

You can contact us at any time by emailing us at hello@indigointernet.com.au or by calling us on (07) 3128 2235 during business hours, Monday to Friday.

Dispute Resolution

On rare occasions, we may be unable to resolve your query or concern to your satisfaction – if you would like to escalate, please follow our Complaints Handling Process.

Telecommunications Industry Ombudsman (TIO)

If indigo internet is unable to resolve your issue to your satisfaction as per our Complaints Handling Process, you may escalate your query to the Telecommunications Industry Ombudsman (TIO). The TIO act as an independent mediator for the purpose of resolving disputes between

telecommunications providers and their customers.

The TIO is a service of last resort – as a result, they are not able to accept your complaint unless you have made a reasonable effort to resolve your complaint with us first.

You can contact the TIO by calling 1800 062 058, or by visiting <http://www.tio.com.au>.