Critical Information Summary
goyderCONNECT Plan Range

goyderCONNECT·))
POWERED BY SWOOP

Information about the service

The product is a broadband internet connection provided by goyderCONNECT via the Swoop fixed wireless network. It is not a 3G/4G/5G Mobile service, but instead involves an antenna installed on the rooftop of the customer premises, cabled to a router indoors. The service includes access to our technical support service via phone or email.

Requirements and availability

goyderCONNECT fixed wireless services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by remote service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable. LoS can degrade over time due to new construction, vegetation growth or other obstructions. goyderCONNECT is not responsible for issues affecting LoS that are outside of our control.

Bundling

goyderCONNECT Fixed Wireless services are not required to be bundled with any other service or product.

Need help selecting a plan?		
Household	1 - 2 users	1 - 3 users
Typical usage	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, some streaming (e.g. Netflix), some downloads, VoIP
Recommended speed tier	15/2 Mbps	30/5 Mbps

Installation

goyderCONNECT fixed wireless services require roof access to install a permanent antenna to connect to goyderCONNECT's network. goyderCONNECT will also need to install a cable from the roof to your desired router location ("demarcation point") – for example, in a home office. You will need to be in attendance for the installation of goyderCONNECT equipment at your premises. goyderCONNECT fixed wireless services require a compatible router to be configured with your service details. A router will be supplied to you with your installation.

Minimum term

The Minimum term will depend on the option you select at the time of signup. We offer the following options:

- 12 Months minimum term

Early Termination Fee

An Early Termination Fee of $450 will apply if the service is terminated within the agreed contract period.

Setup fee

Standard installation fees:

- Location Class A - $299
- Location Class B - $399
- Location Class C - $499

If a complex installation is required, e.g. connection requires the installation of a larger than standard antenna, roof mast or additional data outlets etc., this work will be charged on top of the above setup fees. A total install price will be confirmed and agreed to prior to the installation taking place. All plans also include a WiFi router for your premises at no additional charge.

Data Allowance	Speed Tier	Monthly Charge	Total Minimum Cost – Location Class A	Total Minimum Cost – Location Class B	Total Minimum Cost – Location Class C	Unit cost per 1GB data
30 GB	15/2Mbps	40	779	879	979	1.33
30 GB	30/5Mbps	49	887	987	1087	1.63
50 GB	15/2Mbps	49	887	987	1087	0.98
50 GB	30/5Mbps	59	1007	1107	1207	1.18
100 GB	15/2Mbps	59	1007	1107	1207	0.59
100 GB	30/5Mbps	69	1127	1227	1327	0.69
300 GB	15/2Mbps	69	1127	1227	1327	0.23
300 GB	30/5Mbps	79	1247	1347	1447	0.26
500 GB	15/2Mbps	79	1247	1347	1447	0.16
500 GB	30/5Mbps	89	1367	1467	1567	0.18

Data Allowance	Speed Tier	Monthly Charge	Total Minimum Cost – Location Class A	Total Minimum Cost – Location Class B	Total Minimum Cost – Location Class C	Unit cost per 1GB data
800 GB	15/2Mbps	89	1367	1467	1567	0.11
800 GB	30/5Mbps	99	1487	1587	1687	0.12
1000 GB	15/2Mbps	99	1487	1587	1687	0.1
1000 GB	30/5Mbps	109	1607	1707	1807	0.11
1500 GB	15/2Mbps	109	1607	1707	1807	0.07
1500 GB	30/5Mbps	119	1727	1827	1927	0.08
Unlimited*	15/2Mbps	79	1247	1347	1447	0.2
Unlimited*	30/5Mbps	89	1367	1467	1567	0.22

*Unlimited Data Plans with Unlimited Data provide full speed service for the first 400GB of monthly data transfer and then speeds are capped at 10/1Mbps, capable of streaming a single Netflix HD Video Stream and general internet browsing. If you're unsure this plan is suitable for your needs, please contact us to discuss your options.

Connection speed

The service speed of your plan is a theoretical maximum. In2it fixed wireless connections are residential grade services with no guarantee of consistent speeds. Data transfer speed is dependent on a number of variables beyond our control, including: your local network configuration, infrastructure limitations and environmental conditions.

Priority assistance

Priority assistance is a service to provide the highest level response in the event of service failure. Priority assistance is a service for customers who have, or who are living with someone who has, a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational phone service. We cannot offer priority assistance at this time. Should you require this service, you should apply for services through a telecommunications provider who can offer priority assistance. Telstra are a telecommunications provider who offer a priority assistance service.

Excess data usage

Both uploads and downloads contribute towards your monthly data allowance on data capped plans. You will not be charged any extra for exceeding your data allowance. Instead, your service will be slowed ("shaped") to 512Kbps/128kbps. If you would like to upgrade or downgrade your plan, please call 08 8879 1000 / 1300 789 355 or e-mail info@goyderconnect.com.au

Usage information

To obtain information on your broadband data usage, visit: **https://dashboard.goyderconnect.com.au/**

Metadata Retention

As Cirrus Communications Pty Ltd trading as Swoop is a licensed communications carrier they are required to keep certain data retaining to your Internet connection. This has been enforced by the Federal Government. If you would like further information please refer to: **https://www.homeaffairs.gov.au/about-us/our-portfolios/national-security/lawful-access-telecommunications/data-retention**

Broadband Education

The Communications Alliance Broadband Education Package provides more information about broadband technologies and the factors that can affect the performance of your broadband service, and can be found at **https://www.commsalliance.com.au/BEP**

Customer service contact details

You can contact in2it's customer service team:

• Call **08 8879 1000 / 1300 789 355**

• Email **info@goyderconnect.com.au**

• Submit a web form at **https://www.goyderconnect.com.au/index.php/contact**

Dispute resolution process

If you are not satisfied with the customer service you are receiving please contact us immediately on 08 8879 1000 / 1300 789 355 or info@goyderconnect.com.au

Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at **https://www.tio.com.au/contact-us**

Telecommunications Consumer Protections (TCP) code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more.