



Australia's leading independent

Wireless telecommunications company

## **Critical Information Summary**

Cirrus Communications Pty Ltd

ABN: 87 109 931 731

Carrier Licence: 157

**Description:**

Cirrus Communications Pty Ltd ABN: 87 109 931 731 PO Box 1745 GOSFORD NSW 2250 AUSTRALIA

p: 1300 552 698 f: 1300 556 790 e: info@cirruscomms.com.au

The service is an Internet Service allowing the end user to access Internet sites and services around the world.

**Bundling:**

The service is not bundled with any other services.

**Hardware:**

There is no hardware that you must buy in order to use the service. Cirrus supplies equipment as part of the mandatory "installation" and that equipment remains the property of Cirrus.

**Minimum Term**

Most Cirrus plans are sold on a 12-month minimum term. Cirrus may offer discounts on installation costs depending on the contract term agreed to. In such a case, full details will be provided in your quotation.

**Inclusions, exclusions, qualifications**

Cirrus' services are only available in certain areas. Contact Cirrus to establish whether there is coverage in your area or at your property.

## Information About Pricing

### Minimum Monthly Charge

The minimum monthly charge is the fee outlined in your quotation.

### Maximum Monthly Charge

The maximum monthly charge is the fee outlined in your quotation.

### Maximum Charge – Early Termination

In the event that a service is terminated early, Customers will be required to pay the balance of the fees for the contract period entered into. Thirty days written notice must be provided to cancel.

### 1 GB costs

Cirrus only unlimited plans – so there is no incremental cost for 1GB.

### Other Information Usage Information

Customers can obtain usage information at

<https://cms.cirruscomms.com.au/custdata>, or via the Cirrus homepage at [www.cirruscomms.com.au](http://www.cirruscomms.com.au).

### Customer Service Details

Customer service can be obtained at (02) 4336 2000 or by email at [support@cirruscomms.com.au](mailto:support@cirruscomms.com.au).

### Complaints

Cirrus' complaints handling policy can be found on its website at

<https://cirruscomms.com.au/about-us/policies/complaints>. This policy outlines your process for complaining to us and how we will manage your complaint.

### TIO

Customers with complaints may also contact the Telecommunications Industry Ombudsman on 1800 062 058 or [www.tio.com.au](http://www.tio.com.au).