



Cirrus Communications Pty Ltd  
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## **Information About the Service**

### **Description:**

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 the Rate Card.

### **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 the Rate Card.

### **Maximum Monthly Charge**

The maximum monthly charge for shaped plans is the fee outlined in the Rate Card. There is no maximum monthly charge for open plans.

### **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**

The cost of 1GB of downloads is provided in the Rate Card for all plans. For open plans, the charge for additional downloads is \$0.05 per MB.

## **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 <http://site.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).