

Ace UrbanAir

Critical Information Summary

UrbanAir is a wireless broadband service providing fast speed internet access with unlimited data. It is available across much of the Southern Highlands, including areas which cannot ordinarily receive a traditional ADSL broadband service.

Minimum monthly charge payable				
Maximum Speed in Mbps	UrbanAir Express 20/4Mbps	UrbanAir Express 30/10Mbps	UrbanAir Express 40/10Mbps	UrbanAir Express 50/20Mbps
Monthly included allowance	Unlimited	Unlimited	Unlimited	Unlimited
Minimum monthly charge 24 month contract	\$99.95	\$129.95	\$139.95	\$159.95
Minimum charge for entire term including standard setup and installation cost.	\$2618.80	\$3338.80	\$3578.80	\$4058.80

Maximum monthly charge
The maximum monthly charge will be the minimum monthly charge, plus the cost of any VoIP calls you choose to make using the service.

Maximum charge for early termination
If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Minimum term
The service is available with a minimum term of 24 months.

The Service

Bundling

Every AirStream service includes a VoIP line with no additional rental costs. Usage of the service is at the discretion of the customer.

Mandatory Components

You will require a roof-mounted radio and a modem/router for this service. The monthly fee includes the rental cost for the roof-mounted radio and modem/router. Please contact us for further information.

A mandatory installation cost is incurred with the installation of every service. This installation cost includes configuration of equipment in addition to the physical installation of the equipment.

Important Conditions

Coverage is subject to line-of-sight to one of our base stations. If line-of-sight is obstructed by trees or buildings, UrbanAir may not be available.

For details of coverage and availability please visit <https://acenet.com.au/airstream> or call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP addresses can be purchased at an additional cost. Please contact us for further information.

Complex installations will be quoted above the standard setup and installation cost prior to installation.

The Pricing

Unit Pricing Information

Maximum Speed in Mbps	20/4	30/10	40/10	50/20
Monthly included data allowance	Unlimited	Unlimited	Unlimited	Unlimited
Cost of using 1GB incl. in allowance, 24 month contract	N/A	N/A	N/A	N/A

Other Information

Usage information

You can monitor your usage by logging into your account manager at <http://www.acenet.com.au/> on (02) 4861 8888.

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling (02) 4861 8888 or by sending an email to accounts@ace.com.au if you have any questions, would like to give feedback or complain. More information can be found at: www.acenet.com.au/terms-and-policies.

Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of December 2024.