Critical Information Summary
4G Home Wireless Broadband

Click Access 4G Home Wireless Broadband Everyday Plan	
Plan Details	4G Home Wireless Broadband Everyday Plan
Data Allowance	Unlimited
Service Speed	Capped at 25/8 Mbps
Typical busy period speed (7pm – 11pm)	16/4 Mbps
Monthly Charges	$59.00
Hardware Charges	$216.00
Activation Fee / Early Termination Fee	$0.00

Information about the service

A Click Access Home Wireless Broadband Service provides a 4G internet service with an unlimited data allowance, for use within Australia. 4G internet services use the same mobile towers your mobile phone does to deliver a 4G internet connection to your premises and is designed to be used in the home or other fixed location.

Where is it available?

The Click Access Home Wireless Broadband Service is only available in selected areas on the Optus 4G network. A service qualification and coverage check based on your address will be conducted before your order is accepted. The service qualification check is an indication that your chosen location is within a service area, however it does not guarantee that your address is serviceable.

Service Speed

The maximum download speed for this service is 25 Mbps and the maximum upload speed for this service is 8 Mbps.

Data speeds are variable and for basic internet connectivity. Your service speed may differ from mobile and mobile broadband speeds on the Optus 4G network.

The actual speed you will experience at any given time will vary depending on a number of factors including network (i.e. signal, proximity, line of sight or congestion), location (i.e. modem placement, distance from the Optus 4G tower, geography, obstructions), and other factors such as weather, hardware, software etc.

Service Limitations

This service does not support data sharing or data pooling. You cannot use your included data if you are overseas.

Information about pricing

Minimum Monthly Charge

The monthly access fee for this service is $59.00. In the month of activation and cancellation, service charges will be pro-rata for the number of days the service is active.

All pricing includes GST.

Excess Usage

This service includes unlimited data. Therefore, there are no excess usage charges.

Activation Fee

There is no activation fee for this service.

Early Termination Fee

This service is based on a casual term, and you can cancel this service at any time. Therefore, there is no early termination fee.

Hardware Charges

This service requires the use of a modem provided by Click Access.

The cost of the modem is $216.00. This charge will be applied to your first bill.

You will also require a SIM card for the modem. The SIM card will be provided by Click Access for a fee of $7.50. The SIM card fee will be applied to your first bill.

Billing

We will bill you in advance for the minimum monthly charge and in arrears for any other charges such as hardware. Your first bill will include pro-rata charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Payment for this service is by direct debit only.

All bills are delivered by email. Please contact us if you would like a paper bill. A monthly fee of $2.00 applies if you require a paper bill to be posted to you.

If you fail to pay your bill by the due date printed on the monthly invoice, a late payment fee of $15.00 will be applied to your account.

Other Information

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill by the due date
- You are abusive to our team
- You breach our terms and conditions or our fair use policy. Copies of these documents are available on our website.

Enquiries, feedback and complaints:

If you have any questions, need technical support, or have account queries, we encourage you to contact us:

Click Access Pty Ltd
Email: info@clickaccess.com.au
Phone: 07 5315 5440
You may also use the online contact form on our website.
Mail: PO Box 1255, Buderim QLD 4556

Our business hours are 8.00am to 5.00pm, Monday to Friday. We are closed on public holidays.

If you are not happy with your service, you can follow our dispute resolution process. For more information, see: www.clickaccess.com.au/complaints-process

Telecommunications Industry Ombudsman (TIO)

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.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: 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. This summary is valid as of 1st October, 2025.