

Beam Internet provides Wireless Internet Services to residential and business customers in the Barossa and surrounding districts. Services are provided in three tier levels:

	Support Hours	Excess Usage	Static IP
Standard	8am – 6pm Mon-Fri	Shaped 512/128kbps	Yes
Optional 1	8am – 6pm 7 Days	Shaped 512/128kbps	Yes
Optional 2	24/7 365	No shaping occurs	Yes

Setup Fees

If topographical or onsite survey has confirmed LOS (Line of Sight) access to a Beam Internet Node an installation can take place. Standard setup fees are listed below for contractual periods ranging from 36 months to 0 months.

36 Month	24 Months	12 Months	0 Months
\$99	\$179	\$300	\$400

Standard installation includes all connectivity equipment, labour for installation and testing. All plans also include a FREE WiFi router for your premises.

If a complex installation is required, for example, install requires the larger antenna, roof mast or additional data outlets etc. This work will be charged in addition to the above setup fees. A total install price will be confirmed by the installer and the customer is required to agree to prior to the installation being completed.

Standard Internet Plans

Plan Speed	Included Data	Monthly Charge	Total Minimum cost (36 Month)	Total Minimum cost (24 Month)	Total Minimum cost (12 Month)	Total Minimum cost (0Month)	Early Cancellation Fee	Price Per GB
20/5Mbps	30GB	\$30	\$1,179	\$899	\$660	\$430	\$450	\$1.00

20/5Mbps	50GB	\$39	\$1,503	\$1,115	\$768	\$439	\$450	\$0.78
20/5Mbps	100GB	\$49	\$1,863	\$1,355	\$800	\$449	\$450	\$0.49
20/5Mbps	300GB	\$59	\$2,223	\$1,595	\$1,008	\$459	\$450	\$0.20
20/5Mbps	500GB	\$69	\$2,583	\$1,835	\$1,128	\$469	\$450	\$0.14
20/5Mbps	800GB	\$79	\$2,943	\$2,075	\$1,248	\$479	\$450	\$0.10
20/5Mbps	1000GB	\$89	\$3,303	\$2,315	\$1,368	\$489	\$450	\$0.09
20/5Mbps	*Unlimited	\$69	\$2,583	\$1,835	\$1,128	\$469	\$450	-
70/20Mbps	30GB	\$40	\$1,539	\$1,139	\$780	\$440	\$450	\$1.30
70/20Mbps	50GB	\$49	\$1,863	\$1,355	\$800	\$449	\$450	\$0.98
70/20Mbps	100GB	\$59	\$2,223	\$1,595	\$1,008	\$459	\$450	\$0.59
70/20Mbps	300GB	\$69	\$2,583	\$1,835	\$1,128	\$469	\$450	\$0.23
70/20Mbps	500GB	\$79	\$2,943	\$2,075	\$1,248	\$479	\$450	\$0.16
70/20Mbps	800GB	\$89	\$3,303	\$2,315	\$1,368	\$489	\$450	\$0.12
70/20Mbps	1000GB	\$99	\$3,663	\$2,555	\$1,488	\$499	\$450	\$0.10

70/20Mbps	*Unlimited	\$79	\$2,943	\$2,075	\$1,248	\$479	\$450	-
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Standard Internet Plans KANGAROO ISLANDS Customers

Plan Speed	Included Data	Monthly Charge	Total Minimum cost (36 Month)	Total Minimum cost (24 Month)	Total Minimum cost (12 Month)	Total Minimum cost (0Month)	Early Cancellation Fee	Price Per GB
20/5Mbps	30GB	\$30	\$1,179	\$899	\$660	\$430	\$450	\$1.00
20/5Mbps	50GB	\$44	\$1,683	\$1,235	\$824	\$444	\$450	\$0.88
20/5Mbps	100GB	\$54	\$2,043	\$1,475	\$948	\$454	\$450	\$0.54
20/5Mbps	300GB	\$64	\$2,403	\$1,415	\$1,068	\$464	\$450	\$0.21
20/5Mbps	500GB	\$74	\$2,763	\$1,955	\$1,188	\$474	\$450	\$0.14
20/5Mbps	800GB	\$84	\$3,123	\$2,195	\$1,308	\$484	\$450	\$0.10
20/5Mbps	1000GB	\$94	\$3,483	\$2,435	\$1,428	\$94	\$450	\$0.09
20/5Mbps	*Unlimited	\$74	\$2,763	\$1,955	\$1,188	\$474	\$450	-
70/20Mbps	30GB	\$40	\$1,539	\$1,139	\$780	\$440	\$450	\$1.30

70/20Mbps	50GB	\$54	\$2,043	\$1,475	\$948	\$454	\$450	\$1.08
70/20Mbps	100GB	\$64	\$2,403	\$1,415	\$1,068	\$464	\$450	\$0.64
70/20Mbps	300GB	\$74	\$2,763	\$1,955	\$1,188	\$474	\$450	\$0.24
70/20Mbps	500GB	\$84	\$3,123	\$2195	\$1,308	\$484	\$450	\$0.16
70/20Mbps	800GB	\$94	\$3,483	\$2,435	\$1,428	\$94	\$450	\$0.12
70/20Mbps	1000GB	\$104	\$3,843	\$2,675	\$1,548	\$504	\$450	\$0.10
70/20Mbps	*Unlimited	\$84	\$3,123	\$2195	\$1,308	\$484	\$450	-

*Unlimited Capped speed plans provide full speed service for the first 400GB of monthly data transfer and then speeds are capped at 10/1Mbps which is still enough to stream a single Netflix™ HD Video stream and general internet browsing. If you're unsure if this plan is suitable for your needs, please contact us to discuss your options.

Corporate Plan Pricing

Plan	Included Data	Monthly Charge	Total Minimum cost (36 Month)	Total Minimum cost (24 Month)	Total Minimum cost (12 Month)	Total Minimum cost (0Month)	Early Cancellation Fee	Price Per GB
10/10Mbps	Unlimited	Call Us						
20/20Mbps	Unlimited	Call Us						
50/50Mbps	Unlimited	Call Us						

100/100Mbps Unlimited Call Us

1/1Gbps Unlimited Call Us

Metadata Retention

As Wan Solutions Pty Ltd (T/A Beam Internet) is a licensed communications carrier we are required to keep certain data retaining to your Internet connection. This has been recently enforced by the Federal Government. If you would like further information, please refer to – https://www.tio.com.au/__data/assets/pdf_file/0005/188753/INDUSTRY-FAQs-V1.1-JULY-2015.pdf

Complaints

If you are unhappy with the service, you are receiving please contact us immediately on 1300 591 261 or e-mail complaints@beambarossa.com.au. If you are not satisfied with the response you have received, or your service has not improved please feel free to contact the TIO (Telecommunications Industry Ombudsman) on 1800 062 058.