

Critical Information Summary

Residential Fixed Wireless

1) Service to be provided:

- a) Service is available within our fixed wireless service area. This summary may not reflect any discounts or promotions that may apply from time to time.

Plan name	Service tier	Data allowance	Monthly charge	Hardware and installation fee	Total minimum cost for one service
Everyday	25/5Mbps	Unlimited	\$45.00	\$240	\$285.00
Enhanced	50/25Mbps	Unlimited	\$50.00	\$240	\$290.00
Evolve	100/40Mbps	Unlimited	\$60.00	\$240	\$300.00
Extreme	250/50Mbps	Unlimited	\$70.00	\$240	\$310.00

2) Service description:

- a) Your service is delivered through the wireless network with speed ranging from 25/5 Mbps and 250/50 Mbps depending on the plan chosen (see table above).

3) Service speeds:

- a) Plan speeds are the maximum attainable and we provide no guarantee that these speeds will be achieved consistently. Average typical evening speeds data is currently not available.
- b) Service speeds can vary due to factors such as the type of technology available with your service, network capacity as well as local factors such as the performance of your hardware such as your router, wireless network or any interferences (such as large appliances or concrete walls).
- c) Many home routers and Wi-Fi networks will hold-up your connection to the internet, especially with our faster fibre plans. Our customer support team can help with exploring the best Wi-Fi setup for your household.
- d) You may upgrade this plan by requesting a change to your plan before the end of the billing period, which is a calendar month. Any new plan will begin at the commencement of the next month. The plan can be changed to any compatible plan with no additional cost.
- e) All plans are subject to our acceptable use policy. You must not use your service in an unreasonable manner that will detrimentally affect our network.

4) The minimum term:

- a) The minimum term is 1 month. You can upgrade at anytime. A hardware and installation fee is payable for services terminated within the first 12 months, see hardware and installation fee.

5) Hardware and installation fee:

- a) A hardware and installation fee of \$240 is payable upon service cancellation (termination). The hardware and installation fee reduces by \$20 per each month of active service over 12 months. After 12 months, the hardware and installation fee is waived in full upon termination. Non-standard installation may be required at some addresses at an additional upfront charge and will be quoted on a case-by-case basis.

6) Early termination charges (ETC):

- a) A notice period of 30 days is required in writing to cancel your plan.

7) Installation:

- a) Our technicians will install an Antenna and a network boundary point at your premises. You or someone over the age of 18 years must be present for the duration of the installation appointment. Any cabling that is required in your premises beyond the network boundary point is your responsibility, and at your own cost.

8) Connection cost:

- a) A hardware and installation fee is payable for services terminated within the first 12 months, see hardware and installation fee.

9) Invoicing options:

- a) We accept credit card payments: Visa and Mastercard and nonautomated payments (bank deposit, EFT, cheque, money order).
- b) Every failed payment incurs a charge of \$4.40 on your next bill.
- c) If you wish to avoid fees and charges, please select the BPAY option.

10) Discounts and promotions:

- a) This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

11) Pro-rata billing:

- a) If you connect to your plan partway through a month then your monthly access fee, as well as any allowances, will be calculated based on the number of days remaining in that month.

12) Priority assistance:

- a) Priority assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilise our service. If priority assistance is required, you should apply through a provider who can offer this service.

13) Failure to connect:

- a) If you have signed up for a Elevate Internet service but then decide to not proceed with the order, then we may be required to pass on costs incurred while pursuing your order.

14) Customer complaints and information:

- a) For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at resolutions@elevateinternet.com.au or call 1300 159 250.
- b) If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman on 1800 062 058. For full contact information visit www.tio.com.au
- c) This is a summary only - the full legal terms for services are available at www.elevateinternet.com.au