

# 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	Early termination charges	Minimum Plan Cost
No lock-in contract plans						
Everyday	25/5Mbps	Unlimited	\$59.00	\$240	\$0	\$299.00
Enhanced	50/25Mbps	Unlimited	\$79.00	\$240	\$0	\$319.00
Evolve	100/40Mbps	Unlimited	\$99.00	\$240	\$0	\$339.00
Extreme	250/50Mbps	Unlimited	\$119.00	\$240	\$0	\$359.00
12month contract plan						
Everyday	25/5Mbps	Unlimited	\$79.00	\$20/mth	\$150	\$948.00
Enhanced	50/25Mbps	Unlimited	\$99.00	\$20/mth	\$150	\$1,188.00
Evolve	100/40Mbps	Unlimited	\$119.00	\$20/mth	\$150	\$1,428.00
Extreme	250/50Mbps	Unlimited	\$139.00	\$20/mth	\$150	\$1,668.00
24month contract plan						
Everyday	25/5Mbps	Unlimited	\$69.00	\$10/mth	\$150	\$1,656.00
Enhanced	50/25Mbps	Unlimited	\$89.00	\$10/mth	\$150	\$2,136.00
Evolve	100/40Mbps	Unlimited	\$109.00	\$10/mth	\$150	\$2,616.00
Extreme	250/50Mbps	Unlimited	\$129.00	\$10/mth	\$150	\$3,096.00

### 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 contract term:

- a) The services are supplied on either a no lock-in contract with an initial minimum term of 30 days, or fixed 12 and 24 month contract terms.

**5) Hardware and installation fee:**

- a) A hardware and installation fee of \$240 is payable on any no lock-in contract. The hardware and installation fees are included in the monthly charge for both 12- and 24-month plans. 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.
- b) There is no early termination charge (ETC) if you choose a no lock-in contract option. If you are contracted to Elevate Internet on either a 12- or 24-month contract, and you cancel your service before the expiry period of the contract, you will be charged the lesser amount of an ETC of \$150 or the remainder of your contract.

**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) Depending on your contract length there may be a hardware and activation fee for your service as set out in the table above.

**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) 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.

**11) 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.

**12) 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.

**13) 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](mailto: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](http://www.tio.com.au)
- c) This is a summary only - the full legal terms for services are available at [www.elevateinternet.com.au](http://www.elevateinternet.com.au)