

# CRITICAL INFORMATION SUMMARY

Business Fixed Wireless Plans – *UNLIMITED 24 MONTHS*



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

This service provides your business with an internet connection delivered over a high-performance Fixed Wireless network. You will require an antenna to be installed on your roof in order to access this service, which will be cabled to a router point (network boundary point) we will install inside your premises.

<b>Minimum Term</b>	24 Months
<b>Included Call Value</b>	N/A – Broadband data only. Talk to us about our competitive SIP and Cloud PBX packages.
<b>Inclusions</b>	Your Internet service includes: <ul style="list-style-type: none"><li>• x Static IP Address</li><li>• Outdoor Roof-Mounted Antenna</li><li>• Unlimited Internet Usage</li></ul>
<b>Exclusions</b>	<ul style="list-style-type: none"><li>• Service does not include a modem. Bring your own (BYO) modem.</li></ul>

### AVAILABILITY

Business Wireless Ethernet is only available in limited areas, depending on Line of Sight (LOS) to an access point on one of the towers used to deliver this service. Factors that can impede LOS, either before or after installation, include (but are not limited to) vegetation growth, new constructions, and other physical obstructions, and services can also be affected by local interference. Services must be remotely qualified by Power NetworkX before an order can proceed, and are further subject to an on-site qualification of your premises by the technician we dispatch on the day of your service installation.

### INSTALLATION

Our technicians will install an Antenna and a network boundary point at your premises. You or someone aged over 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.

## INFORMATION ABOUT PRICING

Minimum Monthly Charge and Total Minimum Cost over Term by Zone, Speed and Term:

### PLAN DETAILS

	Business FW 70	Business FW 120	Business FW 250	Business FW 500
<b>Term</b>	24	24	24	24
<b>Monthly Access Fee (MAF)</b>	\$89	\$99	\$119	\$149
<b>Data Allowance</b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Modem</b>	BYO	BYO	BYO	BYO
<b>Modem Type</b>	n/a	n/a	n/a	n/a
<b>Fixed Wireless Speed Tier</b>	70/20 Mbps	120/20 Mbps	250/100 Mbps	500/200 Mbps
<b>Setup Charges</b>	\$0	\$0	\$0	\$0

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## SETUP FEE

The applicable setup fee includes standard setup during standard Business Hours (9AM - 5PM, Mon to Fri - Excluding public holidays). Complex or non-standard setup is POA.

## PRICING & PROMOTIONAL PRICING

Pricing in this Critical Information Summary is inclusive of GST and does not take into account any promotional discounts or custom pricing.

## RELOCATION, SERVICE CHANGE & WITHDRAWAL FEES

- Relocations are not supported on this product.
- Service speed changes can be actioned once per month.
- Service speed downgrades are not available during the minimum term.
- Upgrades to higher speeds during the minimum term are available.
- Withdrawal Charges: services withdrawn before order completion but after order acceptance will incur a service withdrawal charge to be quoted at time of withdrawal.

## EARLY TERMINATION & DISCONNECTION TIMEFRAMES

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF). This will be calculated as the monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in the minimum contract term. You must provide at least 30 days' written notice to us to disconnect a service.

## OTHER INFORMATION

### ROOF ACCESS

The Business Wireless Ethernet service requires roof access to your premises for installation of the receiving antenna to a location in your office. If building management approval is required, installation may be delayed.

### CONNECTION TIMEFRAMES

Typical installations take between 3 and 6 weeks to complete. Timeframes can depend on building management approval and site access.

### SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. You will experience download speeds below the theoretical maximum of your chosen Speed Tier. Speeds can be affected, within reason, by many factors such as, but not limited to; the plan you choose, network utilisation, your equipment, software and internet traffic, Microwave/Fixed Wireless transmission overheads and Radio Frequency interference.

### EQUIPMENT

We will provide the equipment required to connect the service to your premises. This will include an antenna and a Network Terminating Device to facilitate handoff from the Fixed Wireless network via Ethernet port. You will need your own router with an available Ethernet WAN port to connect your own internal network to the equipment we provide. Power Networkx can

provide compatible routers at competitive rates, contact us for a quote.

### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include 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.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### FAULTS

We may charge an Incorrect Callout Fee or Fee for Service where a fault is lodged for this service or any associated Additional Services and: we or a supplier visit your premises and find no fault with the service; we or a supplier visit your premises and a fault is deemed to be with your own network or equipment; or, the technician cannot physically access your premises at the arranged time.

### CONTACT DETAILS

**Call Us:** 1300 797 428  
**Email Us:** [admin@powernetworkx.com.au](mailto:admin@powernetworkx.com.au)  
**Visit Us:** [www.powernetworkx.com.au](http://www.powernetworkx.com.au)  
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