

Critical Information Summary

Information about the service - *Residential Plans*

Description of the service

Hyperwave delivers fast, reliable broadband data using radio waves instead of services underground. We achieve this by installing a small antenna on your roof or other high point, which we professionally align to your nearest connection point. VoIP (voice over IP, or telephone over data) can be added to your service. The maximum speed your service will achieve depends on many factors. Your speed may vary and may be slower than your advertised package speed. Factors that may influence the speed you experience in real life include your own network setup, the location and type of content you are accessing, activities of other users on the system and upstream provider capabilities.

Service availability and coverage

Hyperwave Wireless Broadband is available in areas served by our wireless network equipment. You do not require a telephone line to receive our high speed Internet services. We are focused on connecting communities. Complete the Sign Me Up form through our website at <http://www.hyperwave.com.au>. A customer service representative will contact you to individually assess your connection options. If we deem we cannot connect you right now, we will release you from any sign up obligation and place you on our Interest Register.

Requirements

You will require a compatible router to access the Hyperwave network. Your existing device may be suitable, or we can supply you with a pre-configured router on request. Prices start at \$89.

Minimum term

The minimum term is 12 or 24 months.

Information about pricing

Setup and Cancellation Charges

Standard activation costs for Residential customers are : **\$395** on a 12 Month Contract; **\$195** on a 24 Month Contract. Should your location require an extended mast, larger antenna or present complex OH&S issues, extra costs shall be the responsibility of the Customer. We will indicate if extra costs are likely during site survey activities. Activation costs apply to both new installs and reactivation of previously installed equipment.

If you cancel your service inside your Contract period, a cancellation fee equal to the remaining payments of your current Contract will apply. The cancellation of your fixed wireless broadband service may impact other services delivered to you by us. In this case you will be liable for any Contract termination charges for those services.

Package downgrades (less monthly spend) inside of a contract period are permitted once per calendar month.

Monthly charges

Services are billed one month in advance.

The below table shows the charges applicable to each package.

The minimum monthly charge for the applicable term plus the activation fee equals the Minimum Total Cost of your plan.

Plan Name	Maximum Speed Down / Up (Mb/s)	Monthly Cost	Minimum Total Cost (12/24 months, inc GST)	Included Data	Data Cost (per Gb)
Res Lite	12/2	\$59.95	\$1114.40 / \$1633.80	200Gb	\$0.30
Res Standard	25/5	\$89.95	\$1474.40 / \$2353.80	500Gb	\$0.18
Res Heavy	25/10	\$159.95	\$2314.40 / \$4033.80	1500Gb	\$0.11

Other information

Data Usage

The customer portal is located online at <https://portal.hyperwave.com.au/> or via the link at www.hyperwave.com.au. Data usage is calculated for each calendar month, commencing the first day of that month. Unused data quota does not roll into the next month. Your data usage will be calculated on data transferred both to you and from you (downloads and uploads). If you exceed your plan quota you will not be charged extra. Instead, your connection will be shaped (slowed) to a minimum of 256kbps both to and from you until your next usage period begins.

You may restore un-shaped speeds by purchasing data packs via your portal or customer service.

We will send you emails when your usage reaches 50%, 85% and 100% of your package monthly included data.

Education regarding the use of Broadband Internet services

Communications Alliance produce a fantastic self-serve education tool, the Broadband Education Package (BEP). It's available at www.commsalliance.com.au/BEP.

Customer Service

Our technical assistance, billing and sales people are all Victorian based and can assist you Monday to Friday 0900-1800 EST by calling (03) 9081-2888.

Dispute Resolution

We take Customer satisfaction very seriously. If you remain unsatisfied please email us at customercare@hyperwave.com.au. If your issue remains unresolved you may contact the TIO (Telecommunications Industry Ombudsman). They can be contacted by phone on 1800 062 058 or <http://www.tio.com.au/making-a-complaint> - <http://www.tio.com.au/making-a-complaint>.

This document is a summary only. Terms and pricing correct as at date of publication and may change from time to time. Please see latest version of this document available on our website.

Full terms and conditions can be found in our standard form of agreement, available via the link on our website listed above.