



CRITICAL INFORMATION SUMMARY

There may be promotional offers not reflected in this summary

FIXED WIRELESS INTERNET - HOME

Plan Name	Monthly Data Quota	Maximum Service Speed	Minimum Monthly Charge	Cost per GB	Total Minimum Cost (1 month)	Total Minimum Cost (12 months)
STANDARD No-contract	UNLIMITED	50 Mbps Down 10 Mbps Up	\$89.95	-	\$588.95	\$1578.40
STANDARD 12-month contract	UNLIMITED	50 Mbps Down 10 Mbps Up	\$89.95	-	\$89.95	\$1079.40
WARP/150 No-contract	UNLIMITED	150 Mbps Down 50 Mbps Up	\$109.95	-	\$608.95	\$1818.40
WARP/150 12-month contract	UNLIMITED	150 Mbps Down 50 Mbps Up	\$109.95	-	\$109.95	\$1319.40

INFORMATION ABOUT THE SERVICE

Hyperwave Fixed Wireless Home Internet is a product which supplies access to the internet. There are no other services included in these products.

Minimum Term

1 month or 12 months.

Early Termination Charge (ETC)

Minimum Term	Maximum ETC
No-contract offer	\$0
12-month contract	\$500

Important Service Condition

The Hyperwave installed data radio (dish/antenna) remains the property of Hyperwave, even if the property is subsequently sold.

Service Availability & Requirements

Hyperwave Fixed Wireless Home Internet plans are only available in certain enabled areas.

Qualification checks will need to be performed to determine whether service is available.

If the chosen speed tier isn't achievable at the time of installation or in the future, you can lower your plan to the Standard plan.

Actual speeds may be lower than Maximum Service Speeds due to many factors including local WiFi environment, location of content being accessed, age of customer equipment and other factors outside of our control.

INFORMATION ABOUT PRICING

All prices in this summary are inclusive of GST.

Installation and Activation Fees

In addition to the monthly charge, customers will be invoiced for the following:

Minimum Term	Installation Fee
1 Month	\$499.00

Where suitable existing Hyperwave equipment is available at the property, a Reactivation Fee will be applied instead of an Installation Fee.

Minimum Term	Reactivation Fee
1 Month	\$99.95

Installer site appointments are required for both installations and reactivations.

Extra Charges

Some sites present a higher degree of difficulty or complexity to install or relocate services, or may require additional materials to be provided. If additional labour or materials are required, extra charges will apply in addition to the Installation Fee or Activation Fee.

Where additional labour or materials are required, a quote will be provided and must be accepted before the installation work can commence.

Relocation of Service Address

If you are within your Minimum Term, and you relocate to an address that Hyperwave cannot service or you chose not to relocate the service, then an early termination charge (ETC) will apply. Relocation prices start at \$175.

Network Router

You may choose to BYO router, or we can supply a managed, Hyperwave owned Dual-Band WiFi router at installation time free of charge. If the Hyperwave supplied router is no longer used with the service (maximum 2 months absent), it must be returned or a fee of \$239 will be charged.

Billing

Service(s) are charged for the full month in-advance and are non-refundable (Hyperwave does not offer pro-rata).

Invoices are sent via email only (mailed or paper bills are not available).

Payment

You can select your preferred payment method upon signup, or at a later stage through the Hyperwave secure portal at <https://portal.hyperwave.com.au>

Direct Debit is mandatory. You may choose to enter bank account or card details into our portal.

There are no additional fees for payments made using bank account, MasterCard or VISA.

Plan Changes

You can request to change your plan once per month at no cost, which will take effect at the beginning of the next billing cycle. You can make this request by calling Hyperwave, or by creating a ticket in our customer portal at <https://portal.hyperwave.com.au>

OTHER INFORMATION

Data Usage Information

You can account usage statistics by logging into your Hyperwave portal account located at <https://portal.hyperwave.com.au>

Acceptable Use

Hyperwave Fixed Wireless Home Internet plans are intended for personal household use only and should not be used for corporate or business purposes unless otherwise agreed by us in writing. Details of our Fair Use Policy can be found at www.hyperwave.com.au/legals/

Typical Data Usage

You can view how much data is typically consumed by the most common internet usage types at www.hyperwave.com.au/what-you-need-to-know/

Education about selecting Internet Services

<https://www.commsalliance.com.au/BEP>

Customer Service Contact

Please create a support ticket by either emailing us support@hyperwave.com.au from the email we have on file for you, or through our customer portal <https://portal.hyperwave.com.au>. Our team will assist you with general support, use of your service and billing matters.

If you have a service complaint or an account dispute that you feel has not been resolved by customer service and wish to take the matter further, you can visit

www.hyperwave.com.au/legals/ for details of our complaints handling policy, contact details and information on how to raise a formal complaint.

Further Investigation

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1800 062 058. For full contact information online, you can visit the TIO website at www.tio.com.au/about-us/contact-us

Further Information

For further information, you can visit the Hyperwave website at www.hyperwave.com.au

These terms and conditions apply in addition to the Hyperwave Standard Form of Agreement, which is available at www.hyperwave.com.au/legals/