

Critical Information Summary

Information about the service

BitWave Networks offers fixed wireless broadband services to customers within its coverage areas, the service is delivered using a variety of point-to-point and point-to-multipoint wireless technologies.

Required Service and Availability

To connect to this service a customer requires Line of Sight to an established access point and achieve a minimum signal strength standard set by our technical staff.

Once Line of Sight is established, an antenna is placed on the roof of the building and an Ethernet cable installed between the antenna and broadband socket inside the building.

The service is standalone and does not require any additional fixed line services to support it.

Minimum Term

The minimum connection term is 12 concurrent months from the date the service is activated. Should the customer disconnect within this period a disconnection fee may be applicable.

Charges

Plan	Speed (Mbps) (Down / Up)	Allowance (GB)	Price (per month)	Term (months)	Installation Cost (Min)	Disconnection Fee	Minimum Cost (Month)	Minimum Price (Contract Term)	Unit Price (per GB)
Residential 25/2 - 50GB	25/2	100	\$49.95	12	\$249	\$49.95 x Months left under contract	\$49.95	\$848.40	\$0.50
Residential 25/2 - 150GB	25/2	200	\$59.95	12	\$249	\$49.95 x Months left under contract	\$59.95	\$968.40	\$0.30
Residential 25/2 - 300GB	25/2	400	\$79.95	12	\$249	\$49.95 x Months left under contract	\$79.95	\$1,208.40	\$0.20
Residential 25/2 - 750GB	25/2	800	\$109.95	12	\$249	\$49.95 x Months left under contract	\$109.95	\$1,568.40	\$0.14
Residential 35/5 - 50GB	35/5	100	\$59.95	12	\$249	\$49.95 x Months left under contract	\$59.95	\$968.40	\$0.60
Residential 35/5 - 150GB	35/5	200	\$69.95	12	\$249	\$49.95 x Months left under contract	\$69.95	\$1,088.40	\$0.35
Residential 35/5 - 300GB	35/5	400	\$89.95	12	\$249	\$49.95 x Months left under contract	\$89.95	\$1,328.40	\$0.22
Residential 35/5 - 750GB	35/5	800	\$119.95	12	\$249	\$49.95 x Months left under contract	\$119.95	\$1,688.40	\$0.15

Excess Usage

There are no excess usage charges on the above services, once the monthly allowance is reached the service will be shaped to 1Mbit / 256Kbit. Additional data may be purchased at any time, details are in the customer portal (<https://portal.bitwave.com.au>).

Cancellation Fees

The customer must specifically request the cancellation of each service and receive and acknowledgement of this request, at which time a disconnection fee will apply if the service has been active for less than the contract term. The cancellation fee will be calculated by the minimum plan cost (currently \$49.95) multiplied by the number of months remaining from the date of activation.

Usage Information

Usage information is available from our customer portal (<https://portal.bitwave.com.au>). You can create a username and password using for the website using the email address provided when you initially signed up.

Customer Service Contact

Our customer service department can be contacted by phone on (02) 6863 4466 or email info@bitwave.com.au.

Dispute Resolution Process

If you are dissatisfied with any aspect of the services provided, please contact our customer service team on (02) 6863 4466 and request that your issue be referred to a manager, alternatively you can email info@bitwave.com.au.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after reporting it to our management team, you may contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au.