

Critical Information Summary

Information about the service

The Service:

Our Fixed Wireless network is a high performance network servicing areas of Perth, Western Australia. Areas of Perth include: approximately 50kms from Perth CBD.

Fixed wireless offers high speed internet access with a monthly included data allowance. It does not require a phone line, making it ideal for businesses that struggle to receive an internet connection through traditional means. A small receiver dish is installed on your roof.

Each connection requires a site survey prior to installation. This is done at no charge to you and helps ensure quality of services for all of our clients.

Availability and Requirements:

Availability depends on line of sight to Emerge Internet's transmitter towers. Once a site survey is complete you will be advised whether or not you can get connected.

This service does not depend on a bundling arrangement with other Telecommunications services. Any cabling that is required in your premises, beyond the network boundary point is at your cost and responsibility.

Minimum plan term

You can choose from either no contract, 12 or 24 month fixed term contract (early termination fees apply).

Set up and Standard Installation fees

No contract	from \$499*
12 month	from \$199*
24 month	from \$0*

*Any other items over and above the standard installation will be quoted beforehand on an individual basis such as extension poles etc.

* All antennas remain the property of Emerge Internet at all times.

30 day Performance Guarantee

Emerge offer a 30 day performance guarantee

Monthly charge

Your minimum monthly charge is based off the plan you nominate. Please see the table on reverse of this document to view the monthly charge for your nominated plan.

Termination

On a fixed term contract early termination fees apply. At all times the hardware on your rooftop remains the property of Emerge Internet and must be collected within two weeks of service cancellation. If we are not granted access to remove all the equipment an additional fee of \$200 will be charged.

On a no contract there are no termination fees for this service. However, if you are currently paying off an antenna on a payment plan, the remaining instalments of this payment plan will be charged upon termination.

Early Termination Fees

12 month contract:- During the first 6 months of contract period an early termination fee of \$500 will be charged after 6 months \$250 will be charged

24 month contract: During the first 12 months of contract period an early termination fee of \$800 will be charged after 18 months \$400 will be charged

Changing plans

To view the plans that you may switch to, login to your account. Your plan change will take effect at the start of the next billing cycle. Once your plan change has taken effect, you will receive a charge or credit to reflect this on your next bill. There is no fee for changing plans.

Billing

The figures in this Critical Information Summary are for a full billing cycle, however your first bill may include pro rata charges for part of the month if you started your service part way through a billing period.

Our billing cycle is based on the calendar month. You will be billed on approximately the 4th of each month, for the next month in advance. Any additional charges incurred during the previous period, such as the addition of data packs or a plan change, will also be included on your next bill. Your bills are sent to your nominated email address.

Fixed Wireless



Other information

Customer service

Please visit Emerge Internet website if you have questions about this offer, technical support, service or connection. Alternatively, you can call us on 1300 294 090 during business hours (answering service available after hours) or email contactus@emergeinternet.net.au.

You will be given access to a customer portal once your account is active. This gives you the ability to see your usage, pay your bill via different payment options and change your details.

Complaints or disputes

If you have a problem or complaint about your service, visit [Emerge Internet website](#) where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058 or by visiting TIO website.

Discounts & promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Speeds

Actual speeds vary, and may be affected by network infrastructure, internet connectivity to your premises,

wireless interference, limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use, the available bandwidth of the service you're using (e.g. peer to peer games, website and download sources), and other users on your internet connection. Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable.

PRICING SUMMARY	MONTHLY COST
Extreme Over 120 Mbps Free 4G Failover Inc	125
Pro 100/40 Mbps	99
Standard 50/20 Mbps	88
Basic 25/5 Mbps	77
4G Failover Static IP shaped to 20/20 Mbps	25

MODEMS	COST
4G Modem	249
Standard Modem	149

1300 294 090

ContactUs@emergeinternet.net.au

www.emergeinternet.com.au