



**CRITICAL INFORMATION SUMMARY -FIXED WIRELESS -RESIDENTIAL PLANS**

A: UNIT 1/10 PRINCIPAL LINK, MALAGA, 6090, WA

T: 1300 300 056 E: INFO@JAZI.NET

ABN: 80164840859 ACN: 164840859

**Service Information:** JaziNET’s Fixed Wireless network is a high-performance network servicing Australia. Fixed wireless offers high speed internet access with a monthly included data allowance. It does not require a phone line, making it ideal for homes that struggle to receive an internet connection through traditional means.

**Availability / Requirements:** Service may not be available to all areas, homes or customers. The type of service offered may need further qualification checks to determine what’s available at your location. We’ll try to contact you if not all your services can be connected. 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. The availability of your service will be subject to a credit check. You will require a wireless router for this service. You may purchase a router from us for between \$99-

\$249. Alternatively, you may purchase a wireless router from another retailer of your choice.

**Minimum / Maximum Charges:** We offer our service with a choice of no contract, 12-month or 24-month contract term. The minimum amount payable depends upon the chosen contract term. See Plan Options table below for minimum pricing.

**Inclusions:** Your Monthly Data Allowance is included in your nominated plan. Any unused monthly data allowance expires each month at the end of your billing cycle. You may purchase data packs at an additional cost to increase your data allowance for the month. Data packs will also expire at the end of your billing cycle. Further information on data packs is available by logging into our Members Portal.

**Exclusions:** If you exceed your monthly data allowance in a month, your internet service will be slowed down to 256kbps/64kbps for all usage for the rest of that month until your next billing cycle begins (but you won’t be charged extra for use).

**Monthly charge:** Your minimum monthly charge is based off the plan you nominate. Please see the table on the next page to view the monthly charges for each plan. The maximum monthly charge depends on whether you have chosen to add any additional data packs for the month.

**Termination:** If the service has a 12-month contract term there is a termination fee of \$500 if cancelled in the first 6 months. If the service has a 24-month contract term, there is a termination fee of \$750 if cancelled in the first 6 month or \$100 if cancelled after the first 6 months. One additional month’s service fee is also applicable in all cases.

**Other charges:** There is no setup fee for a 24-month contract term. There is a \$66 setup fee for a 12-month contract and there is a \$199 setup fee for no contract term. New or existing JaziNET customers can also purchase a wireless router for \$99.00+.

Connection charge	\$66 for new JaziNET Broadband customers. Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises.
Standard Professional Installation	\$240 if you request a technician at your premises.
Connecting to the nbn network	nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment. We’ll let you know if either of these charges apply to you and include them on your bill.



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Non-standard installations	Separate charges apply for non-standard installations such as complex or remote area and additional connection points.
Wi-Fi Modem	\$99 if you wish to purchase a modem.
Delivery fee	A \$9.95 delivery fee may apply for customers taking up additional hardware.

**Changing plans:** 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 a \$44 fee for changing plans.

**Information about pricing (cont.)  
Plan Options**

**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, so your first few bills may be higher or lower than expected. Our billing cycle is based on the calendar

month. You will be billed on approximately the 1st 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.

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost (No Contract)	Total Minimum Cost (12 Month Contract)	Total Minimum Cost (24 Month Contract)	Maximum Early Termination Charges (ETC)
12mbps/5mbps	Unlimited	\$66.00	n/a	\$792.00	\$1584.00	\$1584.00
25mbps/5mbps	Unlimited	\$79.00	n/a	\$948.00	\$1896.00	\$1896.00
25mbps/10mbps	Unlimited	\$85.00	n/a	\$1020.00	\$2040.00	\$2040.00
50mbps/20mbps	Unlimited	\$105.00	n/a	\$1260.00	\$2520.00	\$2520.00
100mbps/40mbps	Unlimited	\$125.00	n/a	\$1500.00	\$3000.00	\$3000.00

Minimum Cost includes installation and a service activation fee - \$99. The plan ETC is equal to \$3000/24 months x number of months remaining (or part) remaining in the contract term.

**Broadband speeds vary due to a number of factors, including:**

Type of technology available at your address, any Speed Boost you may have purchased, network capacity, set up at your home (such as location of your modem and how the internet is used in your home), whether

your device is connected by Wi-Fi rather than Ethernet cable, the number of users online.

**Data usage information:** Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account using our Members Portal. We'll also provide you with email and/or SMS usage alerts once you've reached approximately 50%, 85% and 100% of your data allowance. Data allowances are based on On-Peak + Off-Peak times. On-Peak times are from

8am to 12pm. Off-Peak times are from 12am –8am.

**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



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take action if you breach the Fair Use Policy, including suspending or cancelling your service.

**Speeds:** Actual speeds vary, and are affected by network infrastructure, internet connectivity, wireless interference, limitations of devices, mobiles, consoles, computers, cables that you use, the bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when your devices are connected by Wi-Fi.

**Customer service :** Please visit Our Website if you have any

questions about this offer, want to talk to our technical support about our services or your connection. Alternatively, you can call us on 1300 300 056. Our opening hours are 9am-5pm weekdays and 9am-5pm on weekends.

**Complaints or disputes:** If you have a problem or complaint about your service, visit Our Support Centre where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

**Telecommunications Industry Ombudsman (TIO):**

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online:

<http://www.tio.com.au/making-a-complaint>

For more detailed information about broadband internet and factors that can have an effect on services, see our Broadband Information document.