



Critical Information Summary

CipherTel Residential Fixed Wireless

Information about the Service

CipherTel Fixed Wireless is a high speed internet service that provides access, over Radio Waves to the internet and related services, such as email. The service is designed to provide an 'always on' or constant connection to the internet.

CipherTel Fixed Wireless uses the latest wireless technology and has been extensively tested. This service is capable of delivering high speed internet.

Please note,

- A conventional fixed phone line is not required for connection to the CipherTel Fixed Wireless Network for internet or phone services.
- The service will not work in the event of a power outage.

Requirements & Availability

Connection to the Fixed Wireless Network is available only to residents that are able to Access CipherTel Transmitter Towers via Line of Site. Viability of each case (application) will be determined by CipherTel Staff through profiling and site survey's.

If multiple Ethernet or wireless Ethernet devices are to connect to the internet you will require an Ethernet router or wireless Ethernet router. If you don't already have a router or wireless access point, CipherTel can supply a Wireless Router (Netgear WNR2000) Pre-programmed ready for use at a reasonable additional cost, which will allow connections to Wi-Fi enabled devices such as ipads, smartphones, laptops etc.

Minimum Term

Fixed Wireless plans are available on either 12 month or 24 month terms.

Information about pricing

Monthly Charges (Inclusive of GST)

CipherTel Plans Residential Fixed Wireless	Plan Type 4/1Mbs	Plan Type 6/2Mbs	Plan Type 8/2Mbs
Monthly Access Fee	\$77.00	\$99.00	\$120.00
Connection Fee*	\$300.00	\$300.00	\$300.00
Contract Term	24 Months	24 Months	24 Months
Included Data Allowance	Unlimited	Unlimited	Unlimited
Minimum Cost over 24 Month	\$2148.00	\$2676.00	\$3180.00
Early Termination Fee 1 to 12 months remaining on Contract (cancelled in 13-24month)	\$150.00	\$150.00	\$150.00
Early Termination Fee 13 to 24 months remaining on Contract (cancelled in 1-12month)	\$300.00	\$300.00	\$300.00
Relocation Fee	\$280.00	\$280.00	\$280.00
Plan Change Fee to Downgrade	N/A	\$60.00	\$60.00
Plan Change Fee to Upgrade	Nil	Nil	N/A

*for existing mast or 5m height limit, if a taller mast height installation is required, this will have to be quoted separately and will incur an additional charge to the connection fee.

Other Fees

Mast requirements higher than 5M will require an onsite survey and will need to be quoted on a case by case basis by CipherTel.

Excess Usage

There are no excess usage charges on CipherTel's Fixed Wireless Plans.

Cancellation Fees

As outlined in the above table

Other Information

Usage Information

Customers can obtain information on their CipherTel Fibre broadband usage and access to their member account by contacting support on 1300 309 500.

Customer Service Contact Details

For sales and support assistance contact CipherTel on 1300 309 500 or email support@ciphertel.com. For accounts assistance contact 1300 309 500 or email accounts@ciphertel.com. Customer Service is available Monday to Friday 8.30am to 5.00pm Western Standard Time excluding public holidays in Western Australia.

Customer Complaints

If you have a concern with the service we provide to you please contact our complaint resolution area on 1300 309 500. CipherTel's complaint handling process can be viewed at www.ciphertel.com.

Telecommunications Industry Ombudsmen

If you are dissatisfied with the outcome of your complaint handling you may contact the Telecommunications Industry Ombudsmen (TIO) for independent Mediation. The TIO can be contacted by phone on 1800 062 058, in writing to PO Box 276, Collins Street West, VIC 8007 or visiting the website at www.tio.com.au/making-a-complaint.