

# CRITICAL INFORMATION SUMMARY



## UNITI FIXED WIRELESS RESIDENTIAL PLANS

CONTRACT LENGTH	SPEED	DATA	MONTHLY CHARGE	SETUP FEE	MINIMUM COST FOR FIRST INVOICE	MINIMUM COST FOR FULL CONTRACT
<b>No Lock In</b>	25/5Mbps	Unlimited	\$69.95	\$799.00	\$868.95	\$868.95
<b>12 Months</b>	25/5Mbps	Unlimited	\$69.95	\$149.00	\$218.95	\$988.40

### SERVICE ADDON PACKS

DOWNLOAD SPEED BOOST PACKS	PER MONTH
Boost to 50 Mbps download	\$10.00
Boost to 100 Mbps download	\$30.00

  

UPLOAD SPEED BOOST PACKS	PER MONTH
10Mbps	\$10.00
20Mbps	\$20.00
40Mbps	\$30.00

### PLAN SPEEDS

Please note that Uniti Wireless cannot guarantee plan speeds above 25Mbps download and 5Mbps upload. If You have signed up with an add-on pack that cannot be achieved at Your address, it will not be added and You will not be charged for the cost of the addon pack.

### SERVICEABLE LOCATIONS

Uniti Wireless Services are available in only select locations due to the nature of the hardware. Service qualification checks will be completed before starting the application however these checks do not guarantee Serviceability of Your Premises.

### SPEED AND USAGE

Mbps refers to "Megabits per second" and is the unit used for measuring speed. To put this in an applicable sense, Video streaming such as Netflix require 5mbps for HD quality streaming. GB refers to Gigabytes and is the unit used to measure the amount of internet used. Video streaming HD videos uses roughly 3GB per hour.

### ADDITIONAL INSTALLATION COSTS

In some circumstances because of unusual things about Your Premises Uniti may incur unexpected or additional labour/hardware to complete the installation of equipment for Your Services.

REQUIRED HARDWARE	ADDITIONAL COST
Mast height between 2.4m & 4m	\$300
Mast height above 4m	\$400
Unexpected additional labour or cable run	\$95 per hour

### REQUIRED EQUIPMENT

A router requires an EWAN port to work with the Service and does not have to be purchased from Uniti Wireless. Any third party equipment used in conjunction with the Service is not the responsibility of Uniti Wireless. While it is possible to use the Service without a router Uniti Wireless does not recommend this for security reasons. For more information please review our Customer Service Agreement located at [unitiwireless.com/legal](http://unitiwireless.com/legal).

### INSTALLATION, RELOCATION AND CANCELLATION POLICY

For more information regarding installation, relocation or cancellation please review our Customer Service Agreement located at [www.unitiwireless.com/legal](http://www.unitiwireless.com/legal).

### FAILURE TO LAUNCH SERVICE

If You have signed up for Your Service, but You then decide to not proceed with the Service post or during installation then Uniti Wireless will require that You cover Uniti's Costs Thrown Away in provisioning the Services up to that point. Those costs are: \$520 (Residential) or \$560 (Business).

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## MONITORING USAGE

You can monitor how much data You use by signing into and viewing Your account by clicking on the 'login' button at the top right of the Uniti Wireless homepage at [www.unitiwireless.com](http://www.unitiwireless.com).

## RELOCATION OF SERVICE

If You decide to relocate Your Service during the life time of Your contract, then You will be required to pay an additional relocation fee that will be equal to the installation fee You paid at the commencement of Your contract. More information can be found in the Installation, Relocation and Cancellation Policy and the Customer Service Agreement located at [www.unitiwireless.com/legal](http://www.unitiwireless.com/legal).

## PAYMENT AND BILLING

Invoices can be paid via Bpay or via Credit Card on Your customer portal. Uniti provides invoices monthly via email and are accessible anytime via Your customer portal.

## CUSTOMER SUPPORT

If You require support in relation to Your Service, please contact us on **1300 847 201** or email us at [support@unitiwireless.com](mailto:support@unitiwireless.com).

## COMPLAINTS

If You are not satisfied with the outcome of Your request for support and You wish to make a complaint please email [resolutions@unitiwireless.com](mailto:resolutions@unitiwireless.com)

If You are not satisfied with the resolution of Your complaint, You may contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058** or [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint).

## NETWORK LIMITATIONS

As with all technology types, Wireless based Services are susceptible to issues that are out of control of the end user and provider. If a technical issue is arises with your Service that Uniti is unable to rectify or if Uniti determines it necessary for operational or technical purposes, we may change the speed or data limit of Your Service, or seek to optimise the connection by moving the antenna location at Your Premises.

## PROMOTIONAL OFFERS

Uniti Wireless may employ promotional codes as part of sales campaigns. Conditions for using these codes can be found at [www.unitiwireless.com/legal](http://www.unitiwireless.com/legal) and must be adhered to before we are able to apply the agreed terms of the promotion.

## CANCELLATION FEE

If You enter a contract with Uniti for Uniti to provide Your Services to You for a Term (usually 0 or 12 months), but You then cancel that contract before then end of that Term, then You will be required to pay the following Cancellation Fees:

## 12 MONTH CONTRACT DURATION

MONTHS REMAINING	FEE
7-12	\$1,000
1-6	\$500

## NO LOCKIN IN / MONTHLY CONTRACT DURATION

**NO CANCELLATION FEE**