

CWNet Wireless internet plans – Bathurst CBD

Critical Information Summary January 2024

This summary may not reflect any discounts or promotions which may apply from time to time

Plan	Value	Speed+	Business
Monthly charge	\$49.95	\$69.95	\$89.95 base rate
Monthly Data Allowance	Unlimited GB	Unlimited GB	Unlimited GB
Speeds **	Upto 50MBps download 20MBps upload	Upto 100MBps download 20MBps upload	base rate 50MBps download 50MBps upload
Minimum Term	1 Month		1 Month
Installation cost	Free standard installation Non-standard / custom installs by quote only		Installs by quote only minimum price \$250.00 inc GST
Cancellation costs	<ul style="list-style-type: none"> - Cancellation costs are any outstanding payments owed - Monthly payments charged in advance and payable on the date of first activation every month (eg the 10th of each month) - If cancellation is submitted in writing within 5 days of payment date no termination fee is payable. 		
What's Included	<ul style="list-style-type: none"> - Your plan is for fixed wireless broadband connection to the CWNet network - Standard internet connection - Professional installation as per the price list above (self-install not available) 		
Minimum cost (install + 1mth non-contract)	\$49.95	\$69.95	\$ 339.95

*Business plans are on a "quote Only" basis. Prices and speeds are variable and quotes will be provided in writing.

Information about the service

Modems and access to technology

CWNet supplies a suitable modem at the time of instal, this modem is included in the instal costs listed above. The modem is considered to be "in warranty" for manufacturing faults and defects while ever you are inside a fixed term contract. This warranty does not cover damage caused to the modem by outside forces. For month to month contracts the modem is covered only for the first 12 months as per the manufacturer's specifications.

We may change the technology that we use to provide your service from time to time. You must provide all reasonable assistance to implement the change. We will let you know before we make this kind of change unless the change will benefit you or have a neutral impact on you and we do not require your assistance to implement the change.



Speeds

**Fixed Wireless Broadband has a great success rate close to the Download and Upload speeds, Fibre speeds connected to our towers ensures speeds are stable.

The “actual” speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as CWNet. As such CWNet, like all other ISPs, advertises speeds as “up to” a particular level, and does not guarantee them. These conditions include:

1. Performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware and viruses.
2. Type of connection between a customer’s computer and our equipment.
3. The distance packets travel (round trip time of packets) between a customer’s computer and its final destination on the Internet.
4. Congestion or high usage levels at the website or destination.
5. Congestion or high usage levels at the premises
6. Gating of speeds or access by the website or destination.
7. The performance of the cable modem you have installed.

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.

Satisfaction guarantee

If you're moving to the CWNet network for the first time and you're not happy with your service for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your service without penalty.

Payments

Your monthly service fee is due on the original day of install of every month. Fees will be automatically debited from your nominated credit card. The Installation fee is payable on the first invoice. Service callout fees will be payable in the next monthly invoice due.



Charges for other work

For 'customer at fault' call outs, service call charges will apply at a rate of \$129.00 (inc. 30min) and then \$60.00/hr thereafter.

All charges outside of "standard" 1.8m mount installations will be on an as needed basis and quoted prior to any install commencing.

Checking your services and account

To check your usage or manage your account and services, register and login to **www.cwnet.duxadmin.com** or via the link on our website.

Can I cancel my plan?

You may cancel your plan at any time by calling us on 0429 659 220, messaging us at www.cwnet.com.au or emailing accounts@cwnet.com.au. When you cancel, your service will be disconnected immediately. We won't refund any money you've already paid and you'll need to pay out any remaining time on your contract as per our T&C (www.cwnet.com.au/tc/).

Can CWNet change my plan?

From time to time we may make changes to your plan, or we may move you to a new plan (which may cost more). If we change your plan or move you to a new plan and we reasonably consider that change or move has more than a minor detrimental impact on you:

We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

If you don't like the changes or the new plan, you can cancel your plan. If you cancel your plan, you'll need to pay out the remaining cost of your hardware, accessories or services in full.

Need help?

Visit www.cwnet.com.au/contact or call 0429 659 220, to speak to someone about your plan or to obtain a copy of this summary.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit www.cwnet.com.au/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/contact-us if you'd like an independent investigation.

This document is a summary only. The full legal terms for this plan are available at www.cwnet.com.au/tc for viewing or download

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