

CWNet Installation, Relocation & Cancellation Policy

Introduction

CWNet has established this Installation, Relocation & Cancellation Policy to outline how equipment will be installed, how relocations will be managed, and what occurs in the event of a service cancellation. This Policy forms part of CWNet's Standard Form of Agreement (SFOA). By submitting and accepting an Application for Services, you agree to be bound by the SFOA, including this Policy. CWNet may amend this Policy at any time, and the most recent version will always be displayed on CWNet's website.

Installation

CWNet undertakes installation work at residential and business premises in accordance with strict safety protocols, industry standards and relevant legislation. By agreeing to installation, you acknowledge and accept the terms set out in this Policy.

Roof type

Metal sheeting is the most suitable roofing material for installations. Tiled roofs can present challenges as tiles and mortar may become brittle or degrade over time, which increases the risk of damage during installation. Where existing damage is identified, CWNet will inform the property owner prior to commencing work. Where possible, CWNet will utilise existing mounts or antenna points; however, if this is not feasible, CWNet will install equipment using an appropriate tile or baton mount. CWNet will also ensure that all penetrations are sealed to prevent water ingress.

Maintenance

It remains the responsibility of the property owner to maintain tiled roofs, including any mounts installed by CWNet. By proceeding with installation, you indemnify and release CWNet from any liability arising from damage caused by the condition of the tiles or mortar. Where a property is tenanted, the tenant is responsible for obtaining the owner's consent prior to installation.

CWNet maintains the radio equipment and associated Ethernet cabling, but the maintenance of roof mounts and poles is the responsibility of the property owner for the duration of the service. Mounts are installed using standard galvanised steel, and if signs of deterioration such as rust appear, it is the owner's responsibility to maintain the mount in a safe condition.

Asbestos

CWNet technicians are not trained or licensed to handle asbestos or other hazardous materials. Where asbestos or dangerous substances are present, you are legally required to provide CWNet with access to the asbestos register and to draw it to the installer's attention. If asbestos or other hazardous materials are identified during installation, all related work must be carried out by a qualified tradesperson at the property owner's expense. You may appoint your own tradesperson or request CWNet to obtain a quotation. Any such costs are in addition to CWNet's standard installation charges. By accepting this Policy, you acknowledge that CWNet cannot carry

out work involving asbestos or hazardous materials and agree that the costs of engaging a qualified tradesperson will be borne by you.

Location

The location of equipment on a property will be determined by signal quality and alignment with CWNet towers. CWNet cannot guarantee installation at the customer's preferred location and will confirm the final position at the time of installation. The termination point within the premises may also need to differ from the customer's preferred location. Where relocation within the premises is required after the initial installation has been completed, additional charges will apply, starting from \$150 including GST.

CWNet will seek to position wireless routers for optimal coverage, but it must be acknowledged that in some circumstances additional equipment, such as enhanced routers, powerline adapters or mesh systems, may be required to achieve full coverage throughout a premises. Such equipment is not included in the standard installation and will incur additional cost.

Safety

CWNet prioritises safety at all times. Customers must ensure that their premises are safe for installers by removing hazards and securing animals and children away from installation areas, tools and equipment.

Relocation

CWNet may relocate services to a new premises where the new premises is capable of being connected under the specifications of a standard installation. Relocation is provided at no charge where this requirement is met. The ability to relocate a service will depend on network availability at the new location. Customers are required to bring their existing router and radio power supply from the previous premises. If the required equipment is not available, replacement charges may apply. CWNet may elect to install new radio equipment at the new premises where it is likely that the previous premises will be reconnected by the incoming occupant. Customers are required to provide at least two weeks' notice of relocation to enable scheduling. While CWNet will endeavour to accommodate shorter notice periods, relocations are subject to installer availability. Where relocation is not possible, the service will be cancelled in accordance with this Policy.

Cancellation

Where a service is cancelled, either by the customer or by CWNet in accordance with the Customer Relationship Agreement, CWNet will arrange to collect the radio subscriber unit and associated power supply from the premises. No cancellation fee will apply provided that the equipment is returned to CWNet in good condition. Where equipment is damaged, disposed of, or access for retrieval is denied, a fee of up to \$550 will be charged.

To discuss any part of this policy please contact us (www.cwnet.com.au/contact)

For full Terms and Conditions please see our SOFA (www.cwnet.com.au/tc)