



Critical Information Summary

Life Wireless

This is a summary only. See full product details at www.lifewireless.com.au

Information About This Service

Life Wireless utilises a combination of Fibre Network and high-speed wireless technologies to enable eligible premises to get high speed internet connectivity through the air.

Mandatory components

You will require a compatible modem, which will need to be WiFi enabled, you will also need a mast and antenna to be able to receive data from the Life Wireless main base and we allow a maximum of 8 metres of cabling which we provide .

Minimum Term

Life Wireless is available as:

- No contract, 12 month contract & 24 month contracts.

Maximum monthly charge

The maximum monthly charge depends on which plan you choose, please see the table to the right.

If you are on a contract when it expires, you will be charged month-to-month (no contract).

What's Not Included

- Any cabling required at your premises beyond the network boundary is your cost and responsibility.
- A relocation charge applies if you transfer to a new location while on contract. This is treated as a new contract.
- Dishonour and Overdue Account charges may apply if bills are not paid on time.
- Incorrect Call Out charges may apply if a technician attends your premises and the fault is with your equipment or cabling and no fault found (not with the Life Wireless network).
- Static IP's are not available on a standard service.

Important conditions

This service may not be available at your location. Please call us to find out if you can be connected to this service at your location.

This service provides you with a dynamic IP address. Static IP

Information About Pricing

Total Minimum Cost

Includes set up costs \$499 no contract, \$199 12 months.

| Life Wireless Sail 5/5* Unlimited | | | |
|---|-------------|-----------|-----------|
| | No contract | 12 months | 24 months |
| Minimum monthly charge | \$59.00 | \$49.00 | \$49.00 |
| Min charge for entire term incl set up cost | \$558 | \$787 | \$1176 |
| Life Wireless Glide 12/12* Unlimited | | | |
| | No contract | 12 months | 24 months |
| Minimum monthly charge | \$89.00 | \$79.00 | \$79.00 |
| Min charge for entire term incl set up cost | \$588 | \$1147 | \$1896 |
| Life Wireless Soar 25/25* Unlimited | | | |
| | No contract | 12 months | 24 months |
| Minimum monthly charge 24 months | \$109.00 | \$99.00 | \$99.00 |
| Min charge for entire term incl set up cost | \$608 | \$1387 | \$2376 |

All prices include GST.

Data usage is counted in Kb. For billing purposes 1Mb = 1000Kb and 1Gb = 1000Mb.

*All speeds indicated are up to.

Changing Plans

You can upgrade or downgrade your plan at any time. Changes



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by MeshTelco

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addresses can be purchased at an additional cost. Please contact us for further information.

Data Usage

The data usage is based on the plan you sign up to.

Early termination charges

If you cancel your service prior to the end of your contract term you will incur early termination charges. These are calculated by multiplying the number of outstanding contract months times the minimum monthly contract charge.

Cancellation

We require one calendar month's written notice to cancel your service or change provider. Charges apply if you cancel during your contract term:

Billing

Our billing cycle is each calendar month. Bills are produced during the first few days of the month, at which time you will receive email and SMS notification. You will not receive a paper bill: instead, you can view all billing information via email but you can request a paper bill at a cost of \$3.00. Direct Debits are typically processed on the 15th of the month.

Your first bill includes set up charges, pro-rata monthly plan charges for the remaining days of the month on which your service commenced, next month's plan charges in advance, plus calls and any other charges incurred during the month.

come into effect at the beginning of the next billing cycle. A \$25.00 charge applies if you choose to downgrade your plan before the end of the contract term.

Other Information

Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820. We will also send email/SMS notifications when you reach ~50%, ~85% and ~100% of your monthly quota.

Contact Details

Phone: 1300 080 820
Fax: 1300 658 852
Email: hello@lifewireless.com.au
Website: www.lifewireless.com.au

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 080 820 or by sending an email to customersuccess@meshtelco.com.au if you have any questions, would like to give feedback or complain.

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
TTY: 1800 675 692
National Relay Service Call on 1800 555 677 then ask for 1800 062 058
www.tio.com.au/making-a-complaint
PO Box 276, Collins Street West, VIC 8007