



Critical Information Summary

Mesh Fixed Wireless

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

Information About This Service

MeshTelco's Ultra Fast Internet services use the latest in radio technology to deliver Internet to your building and to your premises. There are a variety of plans to choose from that provide a range of speeds.

Mandatory components

The Fixed Wireless service is only provided within MeshTelco's areas that have Line of Sight as they become available on our network. Coverage is continually expanding. Standard installations are part of the offers below

Minimum Term

Fixed Wireless is available as:

- 3, 12, 24 & 36 month contracts

Maximum monthly charge

The maximum monthly charge depends on which plan you have chosen.

When your contract 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 24-month 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 network).

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

Data Usage

Unlimited (Fair use policy applies)

Early termination charges

Information About Pricing

Total Minimum Cost

Mesh Fibre Lite Plans				
	3 months	12 months	24 months	36 months
Minimum monthly charge for 5/5 plan	\$363	\$239	\$218	\$196
Minimum charge for 5/5 plan incl set up	\$3,039	\$,3818	\$,5832	\$7,056
Minimum charge for 12/1 plan	\$123	\$116	\$104	\$87
Minimum charge for 12/1 plan including set up	\$1,269	\$2,292	\$3,396	\$4,032
Mesh Fibre Mid Plans				
Minimum charge for 10/10 plan	\$435	\$290	\$261	\$239
Minimum charge for 10/10 plan incl set up	\$3,255	\$4,430	\$6,864	\$8,604
Minimum charge for 25/5 plan	\$261	\$247	\$225	\$189
Minimum charge for 25/5 plan incl set up	\$1,683	\$3,864	\$6,300	\$6,804
Minimum charge for 20/20 plan	\$653	\$413	\$377	\$341
Minimum charge for 20/20 plan incl set up	\$3,909	\$5,906	\$9,648	\$12,276
Mesh Fibre Heavy Plans				
Minimum charge for 50/50 plan	\$1088	\$725	\$660	\$602



Critical Information Summary

Mesh Fixed Wireless

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:

Relocation of service

If the service is to be relocated there is a new installation fee less \$300.00.

Upgrade

An upgrade will incur a charge of the difference between the installation fee paid and the installation fee for the new plan.

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 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.

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

Minimum charge for 50/50 plan incl set up	\$5,214	\$9,650	\$16,440	\$21,672
Minimum charge for 100/100 plan	\$1,479	\$986	\$899	\$819
Minimum charge for 100/100 plan incl set up	\$6,387	\$12,782	\$22,176	\$29,484
Minimum charge for 500/500 plan	POA	POA	POA	POA
Minimum charge for 500/500 plan incl set up	POA	POA	POA	POA

All prices exclude GST.

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

*As these plans are customised the plan prices above are from that price.

Other Information

Keeping an Eye on Usage

You can monitor your usage by calling us on 1300 080 820.

Contact Details

Phone: 1300 080 820

Fax: 1300 658 852

Email: customersuccess@meshtelco.com.au

Website: www.meshtelco.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.