

## Service Availability

Service is not available to all areas. The type of service offered may need further qualification checks to determine what's available at your location.

## Data speeds

Data speeds vary due to several factors, including:

- Type of technology available at your address
- Any Speed Boost you may have purchased
- Network capacity
- Set up at your business
- Device connection (Wi-Fi vs Ethernet cable)
- The number of users online

## Standard Installation Requirements

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility.

Installation fees will apply, the amount will be advised following the site survey as this is dependent on the building, cabling, and other requirements (such as needing to hire equipment).

A 240-volt power supply may be required to power the equipment.

In the event of a power outage, your services will not work unless you maintain a back-up battery.

## 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.

## Understanding My Bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

## Pricing Information

Pricing of a Hyperwave service is done upon application as it is dependent on multiple factors (for example; data speeds, contract length, installation options, if someone else in the building already has Hyperwave). Please refer to your Application Form for confirmation of your Monthly Access Fee, and Total Contract Value.

## Changes To Your Plan

From time to time, we may make changes to our plans (including price and inclusions), and we may need to move you to a new plan (which may cost more). This is only applicable if you are out of contract.

If we change your plan or move you to a new plan:

- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- (b) If you don't like the changes or the new plan, you can choose a new plan, or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories, or services in full.

## Minimum Contract Term

24 or 36 months depending on your application.

# Critical Information Summary - Hyperwave

## **Cancellation Policy**

Clients must give a minimum of 30 days' notice when cancelling service/s.

Notice of cancellation must be in writing.

- Either via email to [salesupport@exptel.com.au](mailto:salesupport@exptel.com.au)
- OR in a letter addressed to 'The Sales Support Team' at 2/28A Albert Street, Preston VIC 3072.

Calculations of 'remaining months of agreement' will commence after this 30-day notice period.

## **Early Termination Charge**

If you cancel the Hyperwave service within your 24 or 36-month term you will be charged 'the monthly access fee' multiplied by 'the number of months remaining'.

If you are purchasing additional hardware such as a Modem or an Analogue Telephone Adapter (ATA) on a Monthly Repayment Option (MRO), cancelling within the repayment period will also trigger early repayment of the hardware.

## **Moving Back To Copper**

If you take up this service, you will not be able to move back to a copper service. This service may not be appropriate if you require an uninterrupted phone service with access to 000 emergency services. Priority Assistance is not available on this service.

## **Complaint Handling**

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at [salesupport@exptel.com.au](mailto:salesupport@exptel.com.au) and request to escalate.

If you are still not satisfied with the steps taken by Expert to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Expert and is an option of last resort. Contact the TIO by visiting [tio.com.au](http://tio.com.au) or by calling 1800 062 058.

## **Need Help? We're Here For You.**

Visit [expert-telecom.com.au/contact-us/](http://expert-telecom.com.au/contact-us/) for our support options. Call 03 9474 0044, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format. This is a summary only. The full legal terms for this service are available at [expert-telecom.com.au/customers-terms-conditions/](http://expert-telecom.com.au/customers-terms-conditions/)

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