

## CRITICAL INFORMATION SUMMARY: Fixed Wireless

### Information about the Service

Uniscope Communications operates a high performance Fixed Wireless network based in Wangara, Western Australia. These services primarily serve Wangara, WA and the immediately surrounding suburbs. It is suitable for any business in the area looking for high-speed internet access, and is especially ideal for any business experiencing speed, availability or reliability problems with their current ADSL or **nbn™** connections.

All of our Fixed Wireless plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST unless otherwise stated.

#### Requirements and Availability

In order to maintain a high standard of service to both existing and new customers, it is mandatory to have a site-survey completed at the premises where the service is to be located, if we believe a connection may be possible based on the location of the premises. This allows us to determine if the install classifies as a 'standard' installation, along with the feasibility of supplying a connection to the premises. Non-standard installations are still possible, and in the event that your premises does not meet the requirements of a standard installation, we will provide a quote for a customised non-standard installation.

Customers are required to supply their own router to use with the Fixed Wireless connection. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment.

It is important to be aware of certain factors that can negatively influence the perceived performance of your Fixed Wireless service, such as:

- Interference with the wireless signal
- Loss of line of site from customer radio equipment to the Uniscope wireless tower.
- Congestion outside of the Uniscope network (eg. An overloaded website, overloaded video streaming service, etc).
- Performance limitations of the devices using the Fixed Wireless service (eg. Mobile phone, tablet, PC, Router, etc).

#### Minimum Term

All of Uniscope Communication's Fixed Wireless services have a fixed minimum term equal to the length of the contract term selected:

- 12 month contract = 12 month minimum term
- 24 month contract = 24 month minimum term
- 36 month contract = 36 month minimum term

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### Information about Pricing

#### Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
Fixed Wireless 1	\$69.95	\$1,239.40
Fixed Wireless 2	\$109.95	\$1,719.40
Fixed Wireless 3	\$134.95	\$2,019.40
Fixed Wireless 4	\$299.95	\$3,999.40
Fixed Wireless 5	\$68.95	\$2,004.80
Fixed Wireless 6	\$105.95	\$2,892.80
Fixed Wireless 7	\$124.95	\$3,348.80
Fixed Wireless 8	\$279.95	\$7,068.80
Fixed Wireless 9	\$67.95	\$2,446.20
Fixed Wireless 10	\$99.95	\$3,598.20
Fixed Wireless 11	\$119.95	\$4,318.20
Fixed Wireless 12	\$259.95	\$9,358.20

#### Installation and Setup Fees

Contract Term	Standard Install
12 Months (Fixed Wireless 1-4)	\$400
24 Months (Fixed Wireless 5-8)	\$350
36 Months (Fixed Wireless 9-12)	Free

#### Cancellation Fees

The cancellation fee for all Fixed Wireless services is the remaining value of the full contract term at the time of cancellation.

## Other Information

#### Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

#### Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email [support@uniscope.com.au](mailto:support@uniscope.com.au). Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

#### Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at [www.uniscope.com.au/information](http://www.uniscope.com.au/information). If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint), for independent mediation.