

## CWNet Wireless internet plans – Rural - Critical Information Summary V1.5

CWNet Wireless Broadband is a fixed wireless broadband service that allows you to connect to the internet without the need for a phone line or fibre connection and is not connected to the NBN

This summary may not reflect any discounts or promotions which may apply from time to time.

**Pricing Information** – all prices are inclusive of GST

Plan	Light *	Basic	Medium	Ultimate
Minimum Monthly Charge	\$39.00	\$59.00	\$79.00	\$99.00
Monthly Included Data	150GB	400GB	Unlimited GB	Unlimited GB
Typical Evening Speeds (7pm - 11pm)	Upto 8MBps download 4MBps upload	Upto 25MBps download 5MBps upload	Upto 50MBps download 20MBps upload	Upto 70MBps download 20MBps upload
Unit Cost 1GB of data included	\$0.26	\$0.15	N/A	N/A
Shaping	1Mpbps Down 0.5Mbsp upload	1Mpbps Down 0.5Mbsp upload	N/A	N/A

\*Light plan only available to customers with a pre-existing "Light" contract with RemotelSP as at 1 February 2023. No new connections are available on this plan.

### Installation Cost

Standard residential installations are free of charge, all radio equipment remains the property of CWNet and will be retrieved upon cancellation of your service. For non-standard or commercial installations that require more than the standard setup a quote will be issued and agreed upon prior to any work commencing, quotes start at \$150.

### Maximum monthly charge

The maximum monthly charge is the plan fee + any additional data bundling purchased + any hardware payments you have agreed to during the monthly term.

### Minimum Plan Term

This service is month-to-month with no fixed term

### Information Regarding Our Service

#### Bundling

Bundling is not compulsory. You can opt to bundle a VoIP home phone service or any of our bolt-on features like a Static IP or SLA time frame.

#### Additional Data charges

CWNet will not automatically add additional data to your account if you reach your data limit. You can purchase additional data packs by contacting us directly. Additional data is priced at \$10 for 50GB (\$0.20 per GB) this data will be added to your account within 1 hour of contact and your normal browsing speeds will resume.

If you do not purchase additional data you will not be charged any additional amount and your service will remain shaped until your next billing date.

You may view your data usage and charges by logging into the CWNet client portal at <https://cwnet.duxadmin.com/>

### Fixed Wireless Service

This service does not connect to the nbn. Instead, the service uses a fixed wireless network, owned and operated by CWNet. For further information regarding broadband and technologies used you can visit – Australian Telecommunications Alliance Broadband Education Package here - <https://www.austelco.org.au/BEP/>

### Mandatory Components

Connection requires installation of a wireless radio unit on customer's roof, ethernet cabling installed, Small power hub and connection to a wireless router (must have Ethernet WAN port and PPPoE capability) inside (near a power point). Installation is performed by CWNet. You may opt to use your own wireless router if it is able to be accessed by the technician, or you may choose to purchase a new managed modem from CWNet.

Any equipment supplied by CWNet is considered to be "in warranty" for manufacturing faults and defects for 12 months from the date of installation. This warranty does not cover damage to the modem by outside forces as per the manufacturer's specifications. If a customer chooses to use their own Wi-Fi equipment, CWNet will not be held responsible for any warranty over the product and will not offer free technical support with regards to the equipment outside of our network.

### Service Conditions

Coverage is dependent on wireless transmission tower locations and equipment on towers. Availability is spread around the Bathurst NSW region and can be checked by calling us on 0429 659 220 to confirm coverage. Wireless

Broadband Services are only available to premises that meet a service qualification check. Serviceability is not guaranteed by remote service qualification check. Line-of-Sight (LoS) obstruction may cause your premises to be classed as unserviceable or require additional infrastructure in order to be serviceable.

We acknowledge that LoS can degrade over time due to new construction, vegetation growth or other obstructions. CWNet is not responsible for issues affecting LoS that are outside of our control. In the event that a LoS issue arises after your installation, we will work with you to find a solution to the best of our ability.

Complex installations or those requiring additional equipment (such custom mounts, JLG/Scissor Lifts/Etc) will be require quote before installation as this is higher than standard installation fee. Shifting existing wireless connections to a different location (where availability exists) will require a onetime fee of [Enter fee if applicable here].

This service has a dynamic IP address.

Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by CWNet. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable and Wi-Fi coverage may vary in different installations. Discuss any Wi-Fi coverage requirements with CWNet for assistance prior to installation.

### Billing

You are billed in advance according to your monthly billing cycle. This cycle typically falls on the date of your installation. Payment is made by automatic deduction from a Credit Card or Debit Card. To pay by another means please speak to our customer service team for options.

Any “non-standard installation fee” or wireless equipment fee is payable on the first invoice unless otherwise agreed. Any service callout fees throughout your service period will be payable in the next monthly invoice due.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [www.cwnet.com.au/policies](http://www.cwnet.com.au/policies)

Please see our credit management policy for more details <https://www.cwnet.com.au/sitepad-data/uploads/2025/08/Credit-Management-Policy.pdf>

### Termination / Cancellation Fees

There is no cancellation fee if you provide min 5 days notice of cancellation prior to your next billing date, if you notify us within 5 days of your next billing date there may be a cancellation fee of up to the minimum monthly cost of your service.

If you cancel your service CWNet will make a time with to retrieve the radio equipment from your premises. If retrieval of equipment is denied or the equipment is damaged/disposed of, an additional fee of up to \$550 will be charged.

### Other Information

#### Customer Service Contact Details

You can contact CWNet customer service for Support and Billing via the following methods –

- Phone 0429 659 220
- SMS (24Hrs and we will get to you ASAP)
- Email – [accounts@cwnet.com.au](mailto:accounts@cwnet.com.au) or [info@cwnet.com.au](mailto:info@cwnet.com.au)
- The contact us form on our website: [www.cwnet.com.au/contact](http://www.cwnet.com.au/contact)

Please note that CWNet team are available from 9am-5pm Monday to Friday and 10am – 3pm Saturday.

#### Satisfaction guarantee

If you're moving to the CWNet network for the first time and you're not happy with your service for any reason, let us know within 30 days of connection and we'll do our best to fix it or you can cancel your service without penalty.

#### Dispute Resolution Process

If you are unhappy with the outcome of your customer service request and wish to take any matter further, please follow the process outlined here;

<https://www.cwnet.com.au/complaints/>

or call us on 0429 659 220.

#### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

#### Further Information:

<https://www.cwnet.com.au/plans/plans-rural/>

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