

# Critical Information Summary

## Gnet.Live: Personal WDN Zone 3

### The Service

The Gnet.Live Business WDN Plans are broadband communication services delivered via our Watagan Digital Network. This service is available around Lake Macquarie NSW offering Unlimited Internet access plans.

| Plan                            | Blue 15        | Blue 30   | Blue 60   |
|---------------------------------|----------------|-----------|-----------|
| Minimum monthly charge          | \$50           | \$70      | \$90      |
| Zone 3 Typical Minimum Speed    | 15/5Mbps       | 30/10Mbps | 60/30Mbps |
| Monthly Included Data Allowance | Unlimited data |           |           |
| Once off connection fee         | \$500          |           |           |
| Optional Router                 | \$150          |           |           |
| Minimum Term                    | 1 Month        |           |           |
| Minimum charge for first month  | \$550          | \$570     | \$590     |

### Minimum and Maximum Monthly Charge

All normal monthly costs are fixed. There are NO excess usage charges on data. Invoices which are paid 14 days later than the due date will incur a late fee charge of 10% added to the invoice amount.

### Mandatory Components

To receive the service you will need to be living in an area serviced by Gnet.Live and have your site inspected and approved by one of our technicians. Upon approval you have the option to proceed with a connection. Gnet.Live will need access to your property to install a small antenna on the outside of your residence. This unit remains the property of Gnet.Live who may need to access it from time to time for maintenance and upgrades. This antenna will be connected via cable to a single Ethernet wall socket (Network Boundary point) installed inside your residence. You will need to use the supplied power injector to power the external antenna.

### Equipment Required

You need a compatible modem to connect your devices to Gnet.Live Personal WDN service. You can purchase a supported Wi-Fi modem/router from Gnet.Live from \$150.

### Minimum Term

The service is available with a minimum term of 1 month.

### 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.

### Inclusions & Exclusions

Non-commercial purposes: The service is for residential consumers and used for personal or domestic purposes only.

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility. Additional charges may apply if internal cable needs repairing/replacing.

### Early Termination Charges

All plans have a minimum duration of 1 month. If you are unhappy with your service then you may terminate your service and only pay for the first month and the setup fee.

## Enquires, Feedback and Complaints

We are committed to providing you with excellent service. Please contact us by calling 02 4977 3000 or via our website <https://gnet.live> if you have any questions.

## Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the outcome of your complaint after contacting us you may contact the TIO for independent mediation. If you wish to contact the TIO, you can do so as follows:

- Phone: 1 800 062 058
- Fax: 1 800 630 614
- Online: <http://www.tio.com.au/making-a-complaint>



Full Terms and Conditions available at <https://gnet.live/legal>

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