



## Critical Information Summary

### Business Fixed Wireless

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

#### Fixed Wireless Business Broadband

Monthly Data Allowance	Maximum Access Service Speed	Monthly Charge	Total Minimum Cost - Zone 1 (Including Installation fee, if only connected 1 Month)	Total Minimum Cost - Zone 1 (Including Installation fee, if only connected 1 Month)
Unlimited	100 Mbps ↓ 50 Mbps ↑	\$110	\$410	\$610
Unlimited	180 Mbps ↓ 130 Mbps ↑	\$135	\$435	\$635
Unlimited	1,000 Mbps ↓ 1,000 Mbps ↑	\$149	\$449	\$649

#### Information about the Service

Southern Cross Broadband Fixed Wireless Business Broadband is an internet only product.

##### Minimum Term

1 month.

##### Early Termination Charge (ETC)

The ETC is calculated as the Total Minimum Cost for the plan applied for by the Customer, which includes the Installation Fee plus Monthly Charge.

##### Heavy Usage Charges

Southern Cross Broadband reserves the right to charge Business users it deems as heavy usage, such as mine camps, a monthly service charge of \$499. This will be communicated to the Business Customer ahead of time.

##### Other Fixed Wireless Charges

For a full list of Fixed Wireless Charges you can view the Fixed Wireless pricing schedule located at <https://sxbb.net.au/>

### Important Service Condition

The Southern Cross Broadband installed antenna remains the property of Southern Cross Broadband.

### Service Availability & Requirements

If your property can't support the ordered speed tier at the time of installation or in the future, you can lower your plan speed tier at no cost or withdraw your service order.

The 1,000mbps speed tier is only available in certain fixed wireless enabled areas, additional qualification checks and an attended site survey may need to be performed to determine the availability of speeds at your property.

### Fixed Wireless Service Speeds

All speeds are best effort and are not guaranteed.

The maximum access service speed describes the theoretical maximum speed attainable by the Southern Cross Broadband Installed Antenna (modem) at the highest transmission rate of the wireless network made possible by the technology.

Factors such as distance, environmental, or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

For factors that can affect the overall transmission rate between the Southern Cross Broadband Network Tower and the Southern Cross Broadband Installed Antenna you can visit

<https://sxbb.net.au/>

In addition, below are factors which can affect the speeds received by your devices within your Business (Local-Area- Network (LAN)):

- Connecting to the router via WiFi instead of an Ethernet LAN cable (most common).
- Performance and configuration of your network equipment (such as routers, switches, WiFi extenders, power-line adapters, or hardware firewalls).
- The performance and configuration of any third-party network equipment
- The number of users simultaneously accessing the local network and/or internet service at any one time.
- The use of VPN software installed on your end device(s) or network equipment.

### Information about Pricing

All prices in this summary are inclusive of GST.

#### Installation and Re-Activation Fees

In addition to the monthly charge (and router cost if purchased), customers will be invoiced for the following:

Zone	Installation/Setup Fee
Zone 1 - Geraldton, Jurien, Albany, Kalgoorlie	\$300
Zone 2 - Mt Magnet, Meekatharra, Dongara, Kalbarri	\$500

Where suitable existing Southern Cross Broadband equipment is available at your property, a Re-Activation Fee may be applied.

Minimum Term	Re-Activation Fee No Site Visit	Re-Activation Fee With Site Visit
1 Month	\$100	\$200

*Installer site appointments are required for installations and possibly for re-activations.*

**Extra Charges**

On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service, or may require additional materials to be provided. If additional labour, materials or equipment hire are required, a quote will be provided and must be accepted before the installation work can commence.

If the quote is not accepted, the order will be cancelled without penalty.

**Equipment**

An eWAN WiFi Router is required for the service to work. You may choose to Bring-Your-Own (BYO) eWAN WiFi Router, or you may choose to purchase one from Southern Cross Broadband for an additional fee.

**Billing**

Service(s) are charged for the full month in-advance and are non-refundable (Southern Cross Broadband does not offer pro-rata). Invoices are sent via email only (paper not available).

**Payment**

You can select your preferred payment method upon signup, or at a later stage through the Southern Cross Broadband portal at <https://sxbb.net.au>. Acceptable payment methods; BPAY, Online Credit/Debit Card Payments via EziDebit, and Automatic Debit from a Credit/Debit card (Visa or MasterCard only). Southern Cross Broadband does not accept Cheque, EFT, Direct Deposit, or Direct Debit.

**Plan Changes**

You can request to change your plan once per month at no cost, which will take effect at the beginning of the next billing cycle. You can make this request by calling Southern Cross Broadband, or online through the Southern Cross Broadband portal at <https://sxbb.net.au>.

**Other Information****Data Usage Information**

You can obtain your data usage information by logging into Southern Cross Broadband portal at <https://sxbb.net.au>

**Acceptable Use**

Southern Cross Broadband Business Broadband plans are intended for business use only and should not be used for household purposes.

**Customer Service Contact**

Please visit <https://sxbb.net.au/> if you have any queries about your plan, require technical support, would like to report a fault with your service, or would like to discuss your account.

If you have a service complaint or an account dispute that you feel has not been resolved by customer service contact means and wish to take the matter further, you can visit <https://sxbb.net.au/support> for contact details and information on how to raise a formal complaint.

**Further Investigation**

If you feel that we have been unable to resolve your complaint and/or you are dissatisfied with the offered resolution(s), you may contact the Telecommunications Industry Ombudsman (TIO) by telephone on 1300 007 922. For full contact information online, you can visit the TIO website at [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

**Further Information**

For further information, you can visit the Southern Cross Broadband website at <https://sxbb.net.au>  
These terms and conditions apply in addition to the Southern Cross Broadband Standard Form of Agreement, which is available at <https://sxbb.net.au/>