



P.O Box 2093  
Geraldton WA 6530  
Ph: 1300 00 7922  
Email: [info@sxbb.net.au](mailto:info@sxbb.net.au)  
ABN: 89 663 362 258

# Critical Information Summary

## Residential Fixed Wireless

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

### Fixed Wireless Home Broadband

Monthly Data Allowance	Maximum Access Service Speed	Monthly Charge	Total Minimum Cost – Zone 1 (Including setup fee, if only connected 1 Month)	Total Minimum Cost – Zone 2 (Including setup fee, if only connected 1 Month)
Unlimited	100 Mbps ↓ 50 Mbps ↑	\$90	\$390	\$590
Unlimited	180 Mbps ↓ 130 Mbps ↑	\$120	\$420	\$620
Unlimited	1,000 Mbps ↓ 1,000 Mbps ↑	\$129	\$429	\$629

### Information about the Service

Southern Cross Broadband Fixed Wireless Home 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 plus their Installation Fee.

#### 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

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.

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.

#### 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 home (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 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, an Activation Fee may be applied instead of an Installation Fee.

Minimum Term	Activation Fee
1 Month	\$200
12 Month	\$100

*Installer site appointments are required for both installations and 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.

### Relocation of Service Address

Relocation Setup	Cost
Standard Relocation	\$200

If you are within your Minimum Term, and you relocate to an address that Southern Cross Broadband cannot service then an early termination charge (ETC) will apply.

If you choose not to relocate the service for any reason including where Extra Charges will apply, then an ETC will apply.

### 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, for full hardware pricing see our pricing schedule at <https://sxbb.net.au/>

### Residential-grade service

These services are provided under a residential grade service quality level. This excludes business priority service and support. More information can be obtained by calling Southern Cross Broadband on 1300 007 922 or going to our website [www.sxbb.net.au](http://www.sxbb.net.au).

### 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 Home Broadband plans are intended for personal household use only and should not be used for corporate or business 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](http://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/>