

Critical Information Summary

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.

ZetiConnect – Managed Multi Carrier 4G/Wi-Fi Plans

Plan ID: ZC001A

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Devices and Hardware

ZetiConnect plans include a ZetiBase high availability gateway. The ZetiBase provides high speed Wi-Fi, multi-carrier connectivity and backup battery functionality.

Plan Options

	ZetiConnect BYO	ZetiConnect 200	ZetiConnect 500	ZetiConnect 1000
Reliable internet	✓	✓	✓	✓
Faster internet	✗	✓	✓	✓
Fully managed, monitored & supported	✓	✓	✓	✓
Battery backup	✓	✓	✓	✓
Compatible with Zetifi's farm wide Wi-Fi repeaters, vehicle repeaters and cameras.	✓	✓	✓	✓
Primary Internet Connection Data	BYO	200GB	500GB	1000GB
Redundant (Backup) Internet Connection	1GB	1GB	5GB	10GB
Install Cost (ex GST)	\$1500	\$1500	\$1500	\$1500
Monthly Cost (ex GST)	\$60 / month	\$120 / month	\$160 / month	\$200 / month

Primary Internet Connection

Data (where included) is provided on the Optus 3G/4G network. Plans include either 200GB, 500GB or 1000GB of monthly data usage.

Redundant (Backup) Internet Connection

Data is provided on the Telstra 3G/4G network. Plans include 1GB, 5GB or 10GB of monthly data usage.

Minimum Term

This service has no lock-in contract and you are free to cancel at any time. It has a **1-month** minimum term.

Setup Costs

The only setup cost is the installation of the device, which is \$1500 ex GST.

Eligibility

If we discover at the time of installation that mobile coverage conditions are not sufficiently reliable for us to meet our service obligations, we will not complete the install and you will not incur any costs.

Cancellation

You can cancel your plan at any time. You simply pay in advance per month for the month that you use the service. If you wish to cancel, we recommend you cancel at the end of the month as no pro-rata refunds are available. If you wish to cancel your service for any reason within the first 30 days after installation, we will refund you all service fees and remove equipment from your site at our cost. The installation fee will still be charged.

Changes to your plan

From time to time, we may make changes to your plan or add-ons (including price and inclusions), or we may move you to a new plan (which may cost more). If we reasonably think that a change is likely to be detrimental to you, we will tell you at least 30 days before making it. If you don't like the change, you can change or cancel your plan.

Usage Information

Your data quote is a monthly data quota. It includes uploads and downloads. A new quote will start at 00:01am on the 1st calendar day of each month.

When you have reached your monthly quota the service will deactivate and will no longer be able to be used. At the beginning of next month your service will reactivate.

Internet Speeds

Speeds are variable and dependent on the performance of the Optus and Telstra 4G and 3G mobile networks. Speeds will depend on various factors including congestion, location, local conditions, hardware, software and general internet traffic.

At Zetifi, we have the ability of being able to look at your local network as a whole and build the best solution to provide the fastest speeds to your address.

Availability

Please check the Optus and Telstra mobile coverage maps for the 3G/4G mobile coverage before purchasing this plan. If you are unsure of the coverage in your area, please speak to one of our team.

Understanding your bill

The install component will be charged on completion of install and is separate to the monthly charge.

We will bill you in advance for the monthly charge.

Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Your first bill will likely include charges for more than one calendar month.

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service and we recommend cancelling at the end of the calendar month.

Complaints or Disputes

If you have a problem or complaint about your service, you can call (02) 5937 6680 or email complaints@zetifi.com

Using your service overseas

International Roaming is not supported.

Support

If you need a hand with anything you can call 1300 093 711 to speak to someone about your device, plan or to obtain a copy of this summary in an alternative / accessible format.

Warranty and replacement guarantee

All supplied hardware remains the property of Zetifi. A lifetime hardware warranty and replacement guarantee is included in all ZetiConnect plans.

