



Critical Information Summary

Vysion Fixed Wireless

- **Service Overview**

Vysion Fixed Wireless offers a broadband internet connection through our advanced Fixed Wireless network. To access this service, an antenna will need to be installed on your roof, which connects to a router point (network boundary point) located inside your premises. This service provides Unlimited data and includes the supply and installation of the antenna, as well as access to our technical support via phone, email, and customer portal support tickets. On-site service for maintenance and repair of our equipment is included at our discretion.

- **Ownership of Equipment:** The antenna and equipment installed by Vysion remain the property of Vysion Group Pty Ltd.

Availability and Requirements

Our Fixed Wireless service is available within our designated network area. You can check if your address falls within this area on our website at www.vysion.com.au.

The remote address check (Remote Service Qualification or RSQ) is an estimate only. Our technicians will conduct an on-site Service Qualification at the time of installation. If your address is not serviceable, you will incur no charges unless a prior agreement has been made.

To pass the Service Qualification, there must be a Line of Sight (LOS) to an access point on one of our towers. Factors that may obstruct LOS include vegetation growth, new constructions, and other physical barriers, as well as local interference which might affect service.

Bundling and Equipment

There is no requirement to bundle this service with any other telecommunications offerings. A Vysion Wi-Fi 6 router is included and recommend using with your Vysion service. Alternatively, you can acquire a wireless router from another retailer of your choice. The supplied the router, antenna and all associated equipment remain the property Vysion.

Installation Process

Our technicians will install the antenna and network boundary point at your location. You or an individual over the age of 18 must be present for the entire installation appointment. Any additional cabling required beyond the network boundary point is your responsibility and at your own expense.

Setup Fee

A fee of \$288 is required for installation/setup, payable upon service termination. This fee decreases by \$12 for each month of active service over 24 months. After this period, the Setup Fee will be waived upon termination. Certain addresses may require non-standard installation at an additional upfront charge, which will be provided in a quote on a case-by-case basis.

Minimum Commitment

The minimum term for this service is 1 month. You can upgrade your plan at any time or downgrade

on the first day of your billing cycle. Note that a Setup Fee applies to services cancelled within the first 24 months (see Setup Fee).

Cancellation Fees

You are required to notify us of your intention to cancel the service. Charges will remain in effect until the service is cancelled. No terminations can be backdated, and a Setup Fee is due upon cancellation if terminated within the first 24 months.

Data Allowance

Speed Tier	Typical Evening Speed (Download/Upload)	Monthly Charge	Setup Fee (if terminated in the first month)	Total Minimum Cost for One Month of Service
Unlimited 30/10 Mbps	29/10 Mbps	\$79	\$288	\$367
Unlimited 60/20 Mbps	56/20 Mbps	\$88	\$288	\$376
Unlimited 120/30 Mbps	115/20 Mbps	\$99	\$288	\$387
Unlimited 250/50 Mbps	238/48 Mbps	\$119	\$288	\$407
Unlimited 500/100 Mbps	421/95 Mbps	\$129	\$288	\$417

Fee for Service

If a technician visit is required to address a fault considered outside our responsibility (such as a WiFi issue), you will need to agree to a Fee for Service. Should you not consent, we may be unable to resolve your service fault.

Connection Speed

The speed of your plan represents a theoretical maximum under optimal conditions. The Typical Evening Speed, also known as the Typical Peak Speed, is what customers generally achieve during peak usage times (7 p.m. - 11 p.m. Mon-Fri). These figures are estimates and actual speeds experienced may be lower, influenced by factors such as environmental conditions, network infrastructure, hardware and software configurations, types of content accessed, and the number of users on the network. Speeds may also be reduced when connecting via Wi-Fi.

Residential Service

Our offerings are categorized as residential services and do not come with business priority support. For business-grade services, please visit our website: <https://www.vysion.com.au/vysion-plans>.

Priority Assistance

Priority Assistance is available for households with individuals who have diagnosed life-threatening medical conditions and require access to a fully operational telephone service. Unfortunately, we cannot offer this service or any telephony services utilizing our infrastructure. For Priority Assistance, please consult a provider such as Telstra.

Plan Changes

To review available plans for switching, log in at <https://vysion.com.au>. Charges will be adjusted in the first bill after your plan change takes effect. Downgrades will be effective only at the start of the next billing cycle.

- An upgrade refers to changing to a plan with a higher monthly service charge, regardless of included features.
- A downgrade is changing to a plan with a lower monthly service charge, regardless of included features.

Data Usage Overview

Usage is calculated as the total of downloads plus uploads. For information on your data usage, log into your account at <https://vysion.com.au>.

Acceptable Use Policy

You are required to adhere to our Acceptable Use Policy found at <https://www.vysion.com.au/legal/acceptable-use-policy>. Services should not be used in a fraudulent manner or in a way that negatively impacts our network's integrity. Breaches of this policy may result in service suspension or cancellation.

Customer Service

For questions about this offer, please visit www.vysion.com.au. For technical support regarding our services or your connection, call us at 03 4157 7100. Our support hours are weekdays from 10 a.m. – 5 p.m. and weekends from 10 a.m. - 12 p.m. (AEST/AEDT).

Complaints and Disputes

If you encounter problems with your service, please refer to our Support Centre at <https://www.vysion.com.au/legal/complaints> for our complaints escalation process, which outlines how to submit a complaint and our response mechanisms.

Further Support

In case we cannot resolve your complaint satisfactorily, you can reach out to the Telecommunications Industry Ombudsman at 03 4157 7100. For complete contact details, please visit the TIO website.

Discounts and Promotions

This summary does not include any applicable discounts or promotions that might arise from time to time or additional services you choose while on this plan.

Terms of Service

This document summarizes critical information regarding the service. The full Terms of Service applicable to your service usage are accessible at <https://www.vysion.com.au/legal/terms-of-service>. We reserve the right to update this document and/or our plan offerings without prior notice. The most current version of this document is always available for download at www.vysion.com.au.

Customer Service Contact Information

Contact our customer service team at:

03 4157 7100 | support@vysion.com.au | Support ticket: <https://vysion.com.au/contactus>

For more information on broadband, visit <https://www.commsalliance.com.au/BEP>.

All quoted prices include GST.