



## Critical Information Summary

Lava Net Pty Ltd (LavaNet) provides Wireless Internet Services to residential and business customers in the Camperdown, Derrinallum and Colac areas. Services are provided in three tier levels:

	Support Hours	Excess Usage	Static IP
Standard	8am – 6pm Mon-Fri	No shaping occurs	No
Option 1	8am – 6pm 7 Days	No shaping occurs	Yes
Option 2	24/7 365	No shaping occurs	Yes

### Setup Fees

If topographical or onsite survey has confirmed LOS (Line of Sight) to a LavaNet Access Point an installation can take place. Our Standard Installation Fee is \$400. This fee is discounted to \$250 for customers who commit to a 12 month contract. Standard installation includes all connectivity equipment, labor for installation and testing. A configured WiFi router can be supplied for an additional \$90 fee.

If a complex installation is required, e.g. we need to install a larger than normal antenna, roof mast or additional data outlets etc. this work will be charged on top of the above setup fees. A total install price will be confirmed and agreed to prior to the installation taking place. Please note that radio equipment supplied in the installation process remains the property of LavaNet, and may be removed from your property at the cessation of your internet subscription with LavaNet.

### Standard Internet Plans (12 month contract)

Plan Speed	Included Data	Monthly Charge
5/1Mbps	Unlimited	\$54.95
10/5Mbps	Unlimited	\$79.95
10/5Mbps (speedboost)	Unlimited	\$100.00
20/10Mbps *where available	Unlimited	\$159.90

### Standard Internet Plans (casual)

Plan Speed	Included Data	Monthly Charge
5/1Mbps	Unlimited	\$64.95
10/5Mbps	Unlimited	\$89.95
10/5Mbps (speedboost)	Unlimited	\$89.95

### Corporate Plan Pricing

Plan	Included Data	Monthly Charge
By application only	Unlimited	Call Us

## **Frequently Asked Questions**

### **Installation**

Before installation is to occur signed consent must be obtained by the property owner.

A standard 240v power outlet will be required near your LavaNet NTU (Network Termination Unit). If this is not available we can organise this for you at an additional cost.

Once your installation fee has been paid-in-full your service will be activated and a pro-rata invoice will be issued for network access for the remainder of the month. Instant activation is available via credit card payment with installer while onsite.

How large is the antenna on my roof going to be? The antennas used to service your premises can range from 15cm to 50cm in diameter. The general installation size is 30cm. We will always mount the antenna in an as hidden location when possible. Fixed Wireless Technology requires Line of Sight to our Access Points, so sometimes hiding the antenna will reduce the capabilities of your connection, so this will be avoided.

### **Contractual Obligations**

You will be invoiced on the 1st of the following month, for that month, in advance. Direct debit is preferable. Alternate payment methods include cash and EFTPOS in-store, and Electronic Funds Transfer. Payment must be received within 7 days of the invoice date.

LavaNet reserve the right without notice to implement service restrictions such as shaping of service where invoices are overdue by 30 days, and disconnection when unpaid invoices exceed 60 days.

Customers on a twelve month contract will have a minimum charge of twelve months access plus the installation fee. For example, a standard installation and 12 month \$54.95 contract will result in a minimum charge of \$909.40.

Thirty days notice is required to terminate your connection. LavaNet reserve the right to collect equipment from terminated connections.

### **Plan Changes & Service Restrictions**

Plan Changes – you are free to change up or down plans, residential to business at any time, if network capability allows.

LavaNet reserve the right without notice to implement service restrictions such as shaping and disconnection for overdue monthly usage in excess of 30 days.

### **Metadata Retention**

LavaNet is a subsidiary of Gee Bees Media Pty Ltd who is a licensed communications carrier, as such we are required to keep certain data pertaining to your Internet connection. This is pursuant to Part 5-1A of the Telecommunications (Interception and Access) Act 1979 (Cth).

### **Complaints**

If you are unhappy with the service you are receiving please contact us immediately on 03 7018 7978 or e-mail [info@lavanet.com.au](mailto:info@lavanet.com.au) If you are not satisfied with the response you have received or your service has not improved please feel free to contact the TIO (Telecommunications Industry Ombudsman) on 1800 062 058.