

PRODUCT DESCRIPTION

BUSINESS FIXED WIRELESS



DESCRIPTION

Business Wireless provides you with access to a high-speed internet connection for your business premises. This service runs on our reliable 4G and 5G networks, without the need to wait for wired connectivity solutions to be installed.

PLAN INCLUSIONS	
ITEM	Business Fixed Wireless
Network Connection	4G or 5G (5G will be provided where coverage and capacity allows)
Data Limit	Unlimited
Service Area	Urban / Rural
Static IP address (upon request)	Free
PLAN ADDONS	
Business VoIPLTE	A VoIPLTE landline - \$10/mo
Call Divert	This allows you to divert your incoming calls to another number. Charges may apply for calls to numbers excluded from the Business VoIPLTE service.
Voicemail	This allows unanswered callers to leave a voice message that can be checked anywhere in NZ

SERVICE CONDITIONS

Business Fixed Wireless is available on a 12, 24, and 36-month term.

Business Fixed Wireless is only available in selected areas. Ask us to check your address's availability.

Details of the applicable charges are set out in the Pricing Schedule. We may change any of the charges relating to Business Fixed Wireless on 30 days written notice.

If you terminate your Fixed Wireless service before the end of the Service Term, Early Termination Charges will apply as set out in the tables below.

Your Fixed Wireless is provided over the CloudX and its partner's 4/5G mobile network.

PRODUCT DESCRIPTION



BUSINESS FIXED WIRELESS

If you have a monitored security or medical device, you'll need to check with your alarm company whether your alarm will be compatible with our 4G/5G fixed wireless network.

Installation of the modem/router can be performed by the customer using the instructions provided. Once installed you are responsible for the care and maintenance of the Fixed Wireless modem/router.

As your Fixed Wireless access is provided over the CloudX and its partner's 4/5G mobile network, your access is shared with other people on the mobile network near you. The performance of your Fixed Wireless Service may vary from time to time when there is above-average traffic over the network. We also reserve the right to manage and priorities traffic at peak times to improve the overall performance and experience among our customers.

Your business Fixed Wireless Service is subject to our [Fair and Acceptable Use Policy](#), which may be updated from time to time. We may suspend or restrict your Service with immediate effect if you do not use your Fixed Wireless Service in accordance with this policy.

Your business's Fixed Wireless Service is reliant on mains power. Distribution of power will affect your Fixed Wireless Service. We are not liable for any service failure you suffer as a result of the Services being unavailable or interrupted due to disruption to your power. In the event of a power outage, connection to Emergency Services (111) will not be possible. Please ensure you have an alternate means of contacting Emergency Services in the event of mains failure.

A Static IP Address may be added at no additional charge. The Static IP you are assigned is for use on the Fixed Wireless Service only. Activation can take up to 10 business days. If you move to a different Service that has a Static IP available, we will need to assign you a new Static IP. If you move to a product that does not have a Static IP available you will not be able to take your Static IP with you.

Your phone line is a VoPLTE service provided over your Fixed Wireless Service. There is a maximum of one phone line on Business Fixed Wireless plans. Your phone line requires mains power and broadband coverage to operate and disruption of power will affect your Fixed Wireless Service.

You may only use our/your smart modem/router and SIM card at the location you specify when ordering this Service. Any usage of this service from another location may result in instant termination and termination of your Service agreement with CloudX. If you would like to move your modem / SIM to a new location, please call us at **0800 854 562**. We will then determine whether this is possible based on the address you are moving to.

Your business VoPLTE service shares the broadband connection. Calls with this service may decrease the speed of your Fixed Wireless Service for the duration of the call. Network congestion may also impact call quality in some instances.

Your Business Fixed Wireless VoPLTE service includes unlimited standard calling to New Zealand landlines. Calls to Australian landlines and New Zealand mobile phones will incur charges per minute and are outlined in the chart below.

All pricing shown in this document is GST exclusive.

All chargeable calls are charged on a minute-by-minute basis. There is a one-minute minimum Charge for each call, and the Charge for each call is rounded to the nearest cent.

In addition to our Business Master Services Agreement, you may not use your Fixed Wireless VoPLTE service for: auto-dialing, continuous calling forwarding, telesales, contact centers, resupply, resale, on-sale, supply to a third party or any other activity we would consider as non-standard usage.

PRODUCT DESCRIPTION



BUSINESS FIXED WIRELESS

You are responsible for

- 1) Any required operating system configuration on your computer and connecting any local area network or computer network to the Fixed Wireless Service; and
- 2) Local area network or computer and any related cabling; and
- 3) Ensuring that your existing computer and other equipment at your Sites is working properly and can support wireless broadband; and
- 4) Any power required by equipment that we install to support the Fixed Wireless Service

Unless we provide any of the above services to you as part of a separate Service Agreement.

EARLY TERMINATION FEES

Below is the list of applicable early termination fees based on the months remaining on your Fixed Wireless Service. If you purchase a plan on a 24-month term and cancel with 7 months to go it will be downgraded from the 24-month Early Termination Fee to the 12-month Early Termination Fee structure.

36-month Early Termination Fee												
FEE	\$596.84	\$580.26	\$563.68	\$547.1	\$530.52	\$513.94	\$497.36	\$480.78	\$464.2	\$447.62	\$431.04	\$414.46
Months Remaining	36	35	34	33	32	31	30	29	28	27	26	25



24-month Early Termination Fee												
FEE	\$397.88	\$381.3	\$364.72	\$348.14	\$331.56	\$314.98	\$298.4	\$281.9	\$265.32	\$248.74	\$232.16	\$215.58
Months Remaining	24	23	22	21	20	19	18	17	16	15	14	13



12-month Early Termination Fee												
FEE	\$199	\$182.41	\$165.83	\$149.25	\$132.66	\$116.08	\$99.5	\$82.91	\$66.33	\$49.75	\$33.16	\$16.58
Months Remaining	12	11	10	9	8	7	6	5	4	3	2	1

PRODUCT DESCRIPTION

BUSINESS FIXED WIRELESS



CALLING RATE CHARGES

CALLING RATES		
Business VoIPTE Calling Rates	Landline	Mobile
Standard NZ Calling	\$0.00	\$0.10
Standard Australia Calling	\$0.15	\$0.15
All other countries	\$1	\$1