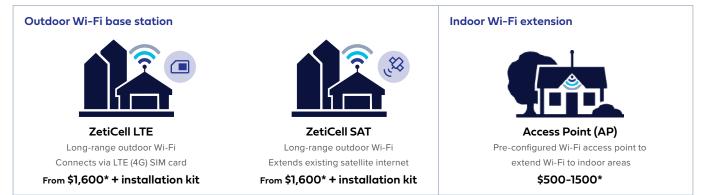# ZetiConnect   ZetiCell subscription options

ZetiConnect plans are monthly subscription packages that are required for all ZetiCell purchases. They provide data for the backup connection (if included), software-defined networking (SD-WAN) optimisation, and customer support using out-of-band remote monitoring via a backup LTE (4G) connection.

The ZetiCell provides long-range Wi-Fi to outdoor areas only, but you can extend the coverage from the ZetiCell to indoor areas, such as inside your home, shed or workshop, using additional pre-configured Wi-Fi access points installed in a ceiling cavity or wall of these buildings. An additional AP subscription cost applies for each access point you add to the network.

Network Devices

Outdoor Wi-Fi base station		Indoor Wi-Fi extension
ZetiCell LTE	**ZetiCell SAT**	**Access Point (AP)**
Long-range outdoor Wi-Fi	Long-range outdoor Wi-Fi	Pre-configured Wi-Fi access point to
Connects via LTE (4G) SIM card	Extends existing satellite internet	extend Wi-Fi to indoor areas
From **$1,600* + installation kit**	From **$1,600* + installation kit**	**$500–1500***

*prices exclude GST

ZetiConnect Plan Options

	ZetiConnect BASIC	**ZetiConnect PRO**	**ZetiConnect ENTERPRISE**
Monthly Cost	$30* / month	$60* / month	$90* / month
Additional Wi-Fi APs	$10* per AP / month		
Primary BYO connection	BYO OR	BYO OR	BYO OR
Backup connection	LIMITED USE	20GB	50GB
What's included	✅ Email support with 24hr SLA ✅ Remote issue diagnosis via out of band LTE (4G) backup ✅ SD-WAN Wi-Fi Calling via backup LTE (4G) connection ✅ Remote firmware and network security updates	✅ Business hours phone & email support with 2hr SLA ✅ Proactive monitoring and management via backup LTE (4G) connection ✅ SD-WAN Wi-Fi Calling via backup LTE (4G) connection ✅ Remote firmware and network security updates	✅ 7 day phone & email support with 2hr SLA ✅ Proactive monitoring and management via backup LTE (4G) connection ✅ SD-WAN Wi-Fi Calling via backup LTE (4G) connection ✅ Remote firmware and network security updates ✅ Intent based networking SD-WAN optimisation
What's not included	❌ IT support for Wi-Fi connected end-user devices (phone, computer, tablet)	❌ IT support for Wi-Fi connected end-user devices (phone, computer, tablet)	❌ IT support for Wi-Fi connected end-user devices (phone, computer, tablet)
Minimum term	No minimum term or lock-in contracts		

*prices exclude GST

About the service

Internet Connections

Each ZetiCell has two internet connections; a primary 'bring your own' (BYO) connection, whereby you provide and pay for the internet data via an LTE (4G) SIM card or access to an existing internet service via ethernet cable, and a backup connection on an alternate LTE (4G) network that is provided by Zetifi.

- Primary BYO Connection –internet data provided by any LTE (4G) network (e.g. Telstra or Optus) or any other dedicated internet service, such as a satellite internet connection. BYO connection is via an LTE (4G) SIM card you provide to Zetifi to complete your order or by connecting the ZetiCell to a satellite or other internet service via an RJ45 ethernet cable. IMPORTANT: if using a BYO SIM card, you must maintain this service as cancelling or deactivating SIM cards is irreversible and will require the ZetiCell to be uninstalled and returned to Zetifi at your expense for a new BYO SIM to be fitted.

- Backup Connection – data provided and maintained by Zetifi on an alternate LTE (4G) network. This backup connection is used to improve reliability as a failover connection during primary connection outages (PRO & ENTERPRISE plans), improve network experience via software-defined networking by detecting and directing Wi-Fi Calling traffic via this connection, and to deliver superior customer support using out-of-band issue diagnosis and management.

Service Eligibility

Eligibility and suitability for a ZetiCell LTE or ZetiCell SAT solution depends on local LTE coverage or availability of an existing internet connection at the install location, as described below:

- ZetiCell LTE - a coverage check will be completed during the ordering process and before your order is accepted. Receipt of a sales proposal from Zetifi confirms that we have deemed your location to be in a serviceable area that will meet our minimum performance expectations for speed and reliability. See 'Service Guarantee' for more information about our.

- ZetiCell SAT - requires access to an existing satellite or fixed wireless (e.g. nbn Fixed Wireless or WISP service) internet service and connection via an RJ45 ethernet cable. If installing a ZetiCell SAT on a shed or building that is not the site of the primary internet terminal or router, you must first install a point-to-point Wi-Fi link that sends this internet from the terminal to the ZetiCell.

Internet Speeds

Speeds are variable and dependent on the performance of your BYO connection. Speeds for all internet services (LTE, satellite, fixed wireless, etc) are affected by various factors including congestion, location, local conditions, hardware, software and general internet traffic. As an independent connectivity solution provider, we will assess the full range of internet options at your address and can provide recommendations for a solution that provides the most appropriate speeds and reliability for your circumstances.

Data Usage

Some ZetiConnect plans include backup data via a backup LTE (4G) connection, which is used as a failover connection during outages of your primary connection. Backup data allowances for the PRO & ENTERPRISE plans are 20GB and 50GB respectively. If you exceed the backup data allowance on your plan, the speed on this connection will be capped to 2Mbps download and upload. These capped speeds are sufficient for Wi-Fi Calling and general internet browsing but some webpages, videos or social media content may take longer to load. Backup data allowances renew on the 1st calendar day of each month and you will receive SMS alerts when you reach 50%, 75% and 100% of the backup data allowance. Our Fair Use Policy for all plans requires that you must maintain an active data service for the primary BYO connection. If we have reason to believe that this isn't the case, we reserve the right to take reasonable action to protect our data pool and network integrity, including restricting use of the backup connection or suspending your service.

Change of Service Address

If you move houses or location of your ZetiCell, you will need to notify us so that we can complete a service check for the new location and/or update network settings to ensure it is optimised for the new site and configuration. If your ZetiCell was installed by a Zetifi-appointed installer and you would like us to disassemble and reinstall the ZetiCell at your new location, this will incur a new installation charge.

Service Guarantee

If an installation is assessed as meeting our minimum standards (e.g. correct installation and alignment of masts and antennas as per design) and the service fails to meet Wi-Fi range, speed or other performance variables outlined in our proposal to you due to unforeseen local coverage conditions, you can return the hardware for a full refund. To access this refund, you must notify us of your intention to return all hardware within the first 60 days of connecting your ZetiCell service. After this, you can still cancel the subscription at any time but hardware will not be refunded.

Payment and plan changes information

How do I pay?

Payments for all base plans and any relevant price adjustments, such as extra Wi-Fi access points, are managed via our my.zetifi.com customer portal. Our default payment method for subscriptions is automatic direct debit via credit or debit card (Visa, Mastercard or American Express) or bank transfer. You can securely link a card or bank account to your account by logging onto my.zetifi.com and clicking on 'billing' in the top left corner. Our billing cycle starts on the first of every month and we bill you in advance for the monthly charge. Upfront payment for hardware is separate to your ZetiConnect subscription plan and is billed separately.

When does my subscription start?

Your first bill will be a pro rata charge for part of the month from when your Zetifi network is connected for the first time until the end of that month and your second bill will reflect the ongoing monthly charge.

Switching plans

You can switch between ZetiConnect plan options at any time by contacting us at support@zetifi.com or 1300 093 711.

Minimum Term and Cancellation

This service has no lock-in contract and you are free to cancel at any time by emailing support@zetifi.com or by calling us on 1300 093 711. If you decide to cancel your service, we recommend that you cancel at the end of the month as you pay in advance for the month that you use the service and no pro-rata refunds are available.

Changes to your plan

From time to time, we may make changes to the inclusions, add-ons or price of your plan (which may be higher). We review our pricing annually to account for changes in our cost of doing business, such as wholesale data charges, cloud infrastructure costs, and other operational costs. If we need to change plan inclusions and we think this is likely to be detrimental to you, or if we need to increase prices, we will contact you at least 30 days before implementing the change. If you do not like the change, you can change or cancel your plan.

Service & Support

Service Scope and Support Tiers

Each ZetiConnect plan has a different service-level agreement (SLA) for network support, remote monitoring and optimisation. Much of the work of our network support team can be delivered remotely with the out-of-band (OOB) remote network access made possible by the backup connection. Our support extends to ensuring your Wi-Fi network is providing the expected speed and range to your devices but does not include IT support or advice for local network settings or software on individual devices, such as connecting or configuring a phone, computer, or tablet to a networked printer. Service and support tier for each plan is as follows:

- BASIC – email details of issue to support@zetifi.com. Issue will be investigated via remote or direct call or email to customer within 24 hours of reported issue within standard business hours.

- PRO – proactive monitoring via backup connection to automatically detect and resolve networking issues or outages where possible. Access to phone or email support within standard business hours with response within 2 hours.

- ENTERPRISE - proactive monitoring via backup connection to automatically detect and resolve networking issues or outages where possible. Access to tailored software-defined networking optimisation of network for specific software applications or other refinements as required. Phone and email support provided 7 days between the hours of 7am and 10pm. Response time SLA of 30 minutes during business hours and 2 hours for out of hours and weekend support.

Our support team can be contacted on support@zetifi.com or by calling 1300 093 711 and selecting option 2. Our standard business hours are between 9am and 5pm AEST Monday to Friday.

Complaints or Disputes

If you have a problem or complaint about your service, you can call (02) 5973 6680 or email compaints@zetifi.com. If, after speaking with us, you are not satisfied with how we have handled or addressed your issue, you can also contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or tio@tio.com.au.

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