

ZetiRoam ZetiRover subscription options




ZetiRoam plans provide monthly subscription and data plan options for the ZetiRover vehicle-mounted portable gateway.

Devices

<p>ZetiRover</p>  <p>ZetiRover Portable vehicle-mounted Wi-Fi gateway for vehicles and machinery \$1,600*</p>	<p>Optional Accessories</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Portable External LTE Antenna \$85*</p> </div> <div style="text-align: center;">  <p>On-Farm Dual Antenna Pack \$340*</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Bar Mount with Single LTE Antenna \$380*</p> </div> <div style="text-align: center;">  <p>Folding Dual Antenna Pack \$580*</p> </div> </div>	
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*prices exclude GST

ZetiRoam Plan Options

	ZetiRoam BYO	ZetiRoam 10	ZetiRoam 20
Monthly Cost	\$30* / month	\$60* / month	\$90* / month
Multi-carrier Data Allowance	 Customer-supplied BYO SIM card primary data + 10GB on alternate network	 10GB of roaming multi-carrier data on Telstra and Optus networks	 10GB of roaming multi-carrier data on Telstra and Optus networks
Excess Data Charges	Nil – refer to carrier plan conditions for details of BYO connection data arrangements.	\$10* per GB	\$10* per GB
What's included	<ul style="list-style-type: none"> ✔ Extended remote area roaming coverage on two LTE (4G) networks and on-farm Wi-Fi backhaul via ZetiCell (when available) ✔ Business hours phone & email support with 2hr SLA ✔ Remote firmware and network security updates 	<ul style="list-style-type: none"> ✔ Extended remote area roaming coverage on two LTE (4G) networks and on-farm Wi-Fi backhaul via ZetiCell (when available) ✔ Business hours phone & email support with 2hr SLA ✔ Remote firmware and network security updates 	<ul style="list-style-type: none"> ✔ Extended remote area roaming coverage on two LTE (4G) networks and on-farm Wi-Fi backhaul via ZetiCell (when available) ✔ Business hours phone & email support with 2hr SLA ✔ Remote firmware and network security updates
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

Data Connections

The ZetiRover overlays three network connections to fill in connectivity gaps on farms and other remote areas. It scans each location for access to these networks and chooses which connection to use based on a pre-determined hierarchy and the quality of internet available. These three connections are:

1. Wi-Fi backhaul connection via ZetiCell (if available) – within approximately 3 kilometres of a ZetiCell broadcasting outdoor Wi-Fi, the ZetiRover can use a Wi-Fi connection from the ZetiCell to rebroadcast localised Wi-Fi using this data.
2. Primary LTE (4G) Connection – if a ZetiCell Wi-Fi network isn't found, the ZetiRover will revert to data from the primary LTE (4G) connection (e.g. Telstra or Optus). For ZetiRoam BYO plans, data for this connection is provided by a SIM card you provide to Zetifi. For ZetiRoam 10 or 20 plans, primary data is provided by Zetifi on either major network depending on your preference or a service check of your common use locations. **IMPORTANT:** if you provide a BYO SIM card for a ZetiRoam BYO plan, you must maintain this service as cancelling or deactivating SIM cards is irreversible and will require the ZetiRover to be returned to Zetifi at your expense for a new BYO SIM to be fitted.
3. Backup LTE (4G) Connection – if the ZetiRover is in an area without coverage from a ZetiCell or the primary LTE (4G) connection, the ZetiRover will use data provided by Zetifi on an alternate LTE (4G) network.

Internet Speeds

Speeds are highly variable and will depend on various factors including network congestion, location, local weather conditions, hardware, software and general internet traffic. The ZetiRover is designed as a network extension device, meaning that its main function is to provide usable internet data in remote areas, rather than as a high-speed internet device. Although it provides better data speeds than many alternative coverage extension devices, it is optimised for range not speed. In remote areas on the fringe of network coverage, Wi-Fi speeds ranging from 2Mbps to 10Mbps download are considered to be good performance. Your phone will probably be faster than the ZetiRover Wi-Fi when you're in town.

Data Usage & Excess Data Charges

Data allowances for ZetiRoam plans provide data for the primary and backup LTE (4G) connections and include uploads and downloads. Your device will draw on the data allowance whenever it is outside of the range of a ZetiCell Wi-Fi base station.

- ZetiRoam BYO plan - primary data is drawn from the plan associated with the BYO SIM card you provide. The data allowance for the backup LTE (4G) connection provided by Zetifi is 10GB. If you exceed this data allowance you will not incur excess data charges but the speed on this connection will be capped to 2Mbps download and upload. 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 shaping level. Our Fair Use Policy 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.
- ZetiRoam 10 & ZetiRoam 20 plans – The ZetiRoam 10 & ZetiRoam 20 plans include pooled multi-carrier data allowances of 10GB and 20GB per month respectively. 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 your data allowance. Excess data use beyond this point will be charged at \$10 per GB.

Coverage & Service Guarantee

The ZetiRover greatly increases the areas where you'll have internet access, but it is difficult to provide a clear guide as to where you will have coverage and where you won't. First-hand use of a ZetiRover is the best way to assess its effectiveness for your location or specific circumstances. For this reason, we offer a 'Service Guarantee' which removes the risk associated with this coverage uncertainty by providing a full refund if the ZetiRover isn't suitable for your location and doesn't perform to your satisfaction within the first 60 days. To access this refund, you must notify us of your intention to return the ZetiRover within the first 60 days of activating your service and return all hardware to Zetifi. After 60 days, 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 Zetifi subscriptions are processed via our my.zetifi.com customer portal. Our default payment method 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 ZetiRover is delivered or connected for the first time until the end of that month. Your second bill will reflect the ongoing monthly charge.

Switching plans

You can switch between ZetiConnect 10 & 20 plans at any time by contacting us at support@zetifi.com or 1300 093 711. Switching between a ZetiRoam BYO plan and a ZetiRoam 10 or ZetiRoam 20 plan is generally not possible as it requires a physical change to the product assembly. If changing from a BYO plan to an included data plan or vice versa is required, you will be required to pay for the ZetiRover to be returned to Zetifi at your expense so the configuration change can be completed.

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**Customer Service and 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. All ZetiRoam plans include a standard 2-hour service-level agreement, meaning we intend to respond to all phone or email support requests within 2 hours. It is expected that there will still be places where you don't have internet service – please use our app to check your connection before contacting our support team. Support for ZetiRover users involves checking that your device is functioning as expected but does not include basic IT support or advice for specific software or settings on individual devices, such as your phone, computer, or tablet.

Complaints or Disputes

If you have a problem or complaint about your service, you can call (02) 5973 6680 or email complaints@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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