

Critical Information Summary

Fibre-Wave Internet Services

December 2024

Service Description

Fibre-Wave Internet is an internet service delivered over our next generation fixed wireless carrier network deployed in regional and rural areas throughout Australia. Internet is obtained using a radio mounted to the roof top of a dwelling, which then connects back to our radio towers.

Key Features and Applications

- Asymmetrical speeds: priority is given to download speeds primarily.
- Symmetrical speeds available for dedicated point-to-point links.
- Scalability is easily adjusting bandwidth as business requirements evolve.
- Dedicated support through our support team for troubleshooting and maintenance.
- Ideal for business or residential requiring robust connectivity for streaming, VoIP, video calls, etc.
- Extreme and Ultimate plans deliver fibre-like speeds and latency.
- Scales up to supports multiple users and advanced IT setups such as Virtual Private Networks (VPNs).

Plan Inclusions

- Plan speeds range from 30 Mbps to “up to” 400 Mbps, scalable based on needs.
- Extreme and Ultimate plans range from 50 Mbps to 10 Gbps
- Standard Service Level Agreement (SLA) available upon request for business plans.
- Resistant to most weather events

Bundle Requirements

- This service does not have bundle requirements.

Plan and Pricing Information

- Fibre-Wave is divided into 2 distinct service categories – Fibre-Wave and Fibre-Wave Gen 2.
- Installation costs for Fibre-Wave Gen 2 is significantly higher due to the additional cost the Gen 2 equipment.
- Residential, Business and Enterprise plans are available. Residential plan is only to be used for Residential services. Business plans include a higher class of service and prioritisation on the network, along with higher priority ticket SLAs. Enterprise plans are delivered as a dedicated point-to-point link. Ultimate plans are delivered on licensed microwave radio links using dedicated spectrum.



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Residential Plan Name	Monthly cost	Min cost over month terms		
		12	24	36
Fibre-Wave Home 30/10	\$90.86	\$1,090.32	\$2,180.64	\$3,270.96
Fibre-Wave Home 60/30	\$99.00	\$1,185.00	\$2,376.00	\$3,564.00
Fibre-Wave Home 100/50	\$125.00	\$1,500.00	\$3,000.00	\$4,500.00

Price excludes GST

Business Plan Name	Monthly cost	Min cost over month terms		
		12	24	36
Fibre-Wave Plus 30/10	\$120.00	\$1,440.00	\$2,880.00	\$4,320.00
Fibre-Wave Plus 60/30	\$135.00	\$1,620.00	\$3,240.00	\$4,860.00
Fibre-Wave Plus 100/50	\$195.00	\$2,340.00	\$4,680.00	\$7,020.00

Price excludes GST

Gen 2 Plan Name	Monthly cost	Min cost over month terms		
		12	24	36
Fibre-Wave - Gen2 - 100	\$199.00	\$2,388.00	\$4,776.00	\$7,164.00
Fibre-Wave - Gen2 - 200	\$249.00	\$2,988.00	\$5,976.00	\$8,964.00
Fibre-Wave - Gen2 - 400	\$399.00	\$4,788.00	\$9,576.00	\$14,364.00

Price excludes GST

Enterprise Plan Name	Monthly cost	Min cost over month terms		
		12	24	36
Fibre-Wave Extreme 50	\$169.00	\$2,028.00	\$4,056.00	\$6,084.00
Fibre-Wave Extreme 100	\$199.00	\$2,388.00	\$4,776.00	\$7,164.00
Fibre-Wave Ultimate 50	\$1,180.00	\$14,160.00	\$28,320.00	\$42,480.00
Fibre-Wave Ultimate 100	\$1,632.45	\$19,589.40	\$39,178.80	\$58,768.20
Fibre-Wave Ultimate 200	\$2,271.89	\$27,262.68	\$54,525.36	\$81,788.04

Price excludes GST

Contract Terms

- Contracts terms available for services range from 12 to 36 months.
- Monthly service charges may vary depending on your terms chosen.
- Early termination fees apply for terminating the contract before its expiry.

Billing Information

- Billing is issued on or around the first of each month and is charged in advance for the minimum monthly service charge.
- Monthly recurring costs vary based on service plan and contract length chosen.
- Any additional charges incurred during the month will be charged in arrears on the following monthly bill.



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- Your first bill will include charges incurred since installation completion until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Minimum Requirements

- Suitable technology and equipment to service plan chosen.
- Authority to have a low impact telecommunications installation on your property.

Accessibility & Installation

- Installation fees depend on location, internal and external infrastructure and customisation requirements. Installation fees will be provided before contract period begins.
- Feasibility studies are required to be conducted prior to installation proceeding.
- Custom installations might involve significant lead times and physical modifications to the premises.

Customer Support

- Enhanced Support with 24/7 technical support and priority fault resolution.
- Dedicated account managers for your service to discuss needs and implement changes if required.

We're here to help, if you have any questions, please call our office and speak with one of our friendly staff on 1300 130 410 or email our support at help@centra.com.au so we can serve you better. You can also visit us at www.iptelco.com.au for additional information.

Other information

This plan is only available to registered businesses, sole traders or partnerships who hold a current and valid ABN. Fair Use Policy Applies.

Complaints and Feedback

If you have any questions, feedback or would like to make a complaint, please call our office and speak with one of our friendly staff on 1300 130 410 to let us know how we can serve you better or you can visit us at www.centra.com.au. If you are not satisfied with the outcome or have any concerns or further complaints, you can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.



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