

**Sales Order / Critical Information Summary**

<b>Names:</b>	
<b>Business Name &amp; ABN:</b>	
Address:	<b>Phone N:</b>
Email:	<b>Contract Term:</b>
Plan:	Monthly fee:
Activation Date:	Installation fee:
Authorise to be contacted (email, call, texts) _____	Modem and/or Antenna:

**Information about the service**

Thryve<sup>®</sup> Broadband service uses fixed wireless to deliver broadband to your premises or the NBN<sup>®</sup> network for NBN services. Jitter and Latency (packets propagation delay) is slightly higher (Using Fixed wireless) than wired technologies. Please ask us whether this service characteristic might affect you. This service (Fixed Wireless) is available anywhere within our coverage which can be seen on our website <https://thryve.au>. Line of site to our base stations is also required. Where applicable, we will need to install equipment on the outside and inside of your premises. You will also need a gigabit modem/router (Not included). If you are not happy with your service, just let us know and we will do as much as possible to make you happy. . Ombudsman- If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

1. Thryve Group Pty Ltd provides Broadband access to the Internet to home and business customers. We expect a fair and legal use of the service and by fair we mean using your service in a way that it doesn't affect other customers service. Thryve Group Pty Ltd. does not warrant that the Service will be uninterrupted or fault free but we will do as much as possible to keep the service fault free. Please be aware that multipoint fixed wireless services have higher latency and jitter than wired services (Unless it is a business plan with Service Level Agreement) .Please do not resell the service. Our terms and conditions are basic and easy to understand, please talk to us if you are not happy with our service or any other aspect related to it.
2. **Please pay the service before the due date.** We rely on your payment in order to keep our great service going. The Internet service will be suspended after owing 1month of Internet service (**For NBN services, 7 days after the due date**) and the CPE will be deinstalled within the following 30 days. **\*\*If you miss a payment please contact us ASAP, there is a \$25 late payment fee. We take DEBIT or CREDIT cards only (By signing this form, you authorise us to charge your card).**
3. You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, **please note we do not pro-rata refunds on plan downgrades.**
4. **You can cancel your service any time after the first month of service. Please note we do not pro-rata refunds on plan cancellations.**
5. Once your service has been cancelled by either party (agreement can be ended at any time), the customer premises equipment (s) (CPE) must be returned (Collected by Thryve Group). If CPE(s) is not returned or Thryve Group not allowed to collect it, customer will be charged with the cost of it up to \$500.
6. Support (Technical support, contact or complaints) : 7 days 8am-8pm [support@thryve.com.au](mailto:support@thryve.com.au), Just give us a call on 0291702807 0491188675 (Voice, sms, WhatsApp and Telegram).
7. Thryve Group guarantees the service (Speed and availability) provided at the CPE point. **Thryve Group does not guarantee the service beyond this point unless internal network (LAN-WiFi) has been provided or certified by Thryve Group. WiFi speed tests are not reliable and some times they do not reflect your real Internet bandwidth. Please visit <http://www.commsalliance.com.au/BEP> for more info about how your connection to the Internet works. Home services do not include a SERVICE LEVEL AGREEMENT (SLA). IF YOUR ONLINE ACTIVITIES ARE CRITICAL AND REQUIRE A HIGH INTERNET AVAILABILITY, WE STRONGLY RECOMMEND YOU TO UPGRADE TO ONE OF OUR BUSINESS GRADE INTERNET SERVICES. Should you require technical support due to any other aspect than the fault of our network (Before your main router) , a hourly rate may be charged upon your approval.**

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8. To the maximum extent permitted by law, Thryve Group Pty Ltd is not liable to the customer for any kind of loss arising out of this Agreement . Thryve Group will fix any damage arising (within 30 days) as a result of a faulty physical installation (initial Internet service installation).
9. **Financial hardship policy.** If you think you need help because you can't pay your monthly service please let us know, we will try to help you as much as we can. NBN® services will be increased accordingly when they get increased by NBN co wholesaler.
10. You can talk to a financial counsellor via 1800 007 007 (National Debt Helpline). This number will switch through to the service closest to you. You can also find the financial counselling service nearest to you by visiting <http://www.ndh.org.au/Talk-to-a-financial-counsellor/Find-a-financial-counsellor>.
- 11. After the first year of service, your monthly fee will be increased by 5% and each year thereafter in order to cover growing expenses. NBN® services will be increased accordingly when NBN co increases the rates.**
- 12. Service move cost \$150.**
13. We collect some basic personal information of the Customer. It is stored in our secure customer management system (Please be aware that no electronic storage system is 100% secure) . **By signing this Order Form, you confirm that you agree to the terms and conditions set out in this Order form. Also you agree for your debit/credit card or bank account to be charged by us regarding our services.**

<i>Customer Signature</i>	<i>Print Name and Title</i>	<i>Thryve representative</i>
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**Thryve® Fixed Wireless Internet**

	PLAN25	PLAN50	PLAN100	PLAN100+	PLAN300+
<b>Max Bandwidth Unlimited Data</b>	25mbps Down 5mbps Up	50mbps Down 20mbps Up	100mbps Down 30mbps Up	100mbps Down 100mbps Up	300mbps Down 100mbps Up
<b>WiFi Router</b>	BYO or We can provide it for a fee	BYO or We can provide it for a fee	BYO or We can provide it for a fee	BYO or We can provide it for a fee	BYO or We can provide it for a fee
<b>Max monthly charge</b>	\$54.99	\$64.99	\$84.99	\$94.99	\$104.99
<b>Early termination fee</b>	\$0	\$0	\$0	\$0	\$0
<b>Contract term</b>	1 Month	1 Month	1 Month	1 Month	1 Month
<b>Set-up fee</b>	\$0	\$0	\$0	\$0	\$0
<b>Evening speed</b>	24mbps/4mbps	48mbps/18mbps	95mbps/27mbps	100mbps/92mbps	295mbps/92mbps

**Thryve® STRATA INTERNET**

	PLAN100+	PLAN250+	PLAN500+
<b>Bandwidth, unlimited</b>	100mbps Down, 100mbps Up	250mbps down, 250mbps up	500mbps Down, 500mbps Up
<b>Max monthly charge</b>	\$69.99	\$89.99	\$109.99
<b>Early termination fee</b>	\$0	\$0	\$0
<b>Contract term</b>	1 Month	1 Month	1 Month
<b>Set-up fee</b>	\$0	\$0	\$0
<b>Evening speed</b>	96mbps/96mbps	235mbps/220mbps	480mbps/480mbps

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### NBN® Plans

	NBN12	NBN25	NBN50	NBN100	NBN500	NBN700
<b>Bandwidth</b>	12mbps Down 1mbps Up	25mbps Down 10mbps Up	50mbps Down 20mbps Up	100mbps Down 20mbps Up	500mbps Down 50mbps Up	700mbps Down 50mbps Up
<b>Technology Available</b>	FttC-FttB-FttN-HFC-FttP	FttC-FttB-FttN-HFC-FttP	FttC-FttB-FttN-HFC-FttP	FttC-FttB-FttN-HFC-FttP	HFC-FttP	HFC-FttP
<b>Static Public IP Address</b>	\$5	\$5	\$5	\$5	\$5	\$5
<b>Max monthly charge</b>	\$59.99	\$69.99	\$84.99	\$94.99	\$99.9	\$109.99
<b>Early termination fee</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>Contract term (months)</b>	1	1	1	1	1	1
<b>Remote Set-up fee</b>	\$0	\$0	\$0	\$0	\$0	\$0
<b>On-Site Visit</b>	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)
<b>Evening speed</b>	10mbps/1mbps	24mbps/9mbps	48mbps/18mbps	97mbps/18mbps	480mbps/47mbps	670mbps/47mbps

### NBN Business Plans

	NBN100+	NBN250+	NBN500	NBN500+	NBN750	NBN1000	NBN1000+	NBN2000	NBN2000+
<b>Bandwidth</b>	100mbps Down 40mbps Up	250mbps Down 100mbps Up	500mbps Down 50mbps Up	500mbps Down 200mbps Up	700mbps Down 50mbps Up	1000mbps Down 100mbps Up	1000mbps Down 400mbps Up	2000mbps Down 200mbps Up	2000mbps Down 500mbps Up
<b>Technology Available</b>	FttC-FttB-FttN-HFC-FttP	FttP	HFC-FttP	HFC-FttP	HFC-FttP	HFC-FttP	FttP	FttP	FttP
<b>Static Public IP Address</b>	Included	Included	Included	Included	Included	Included	Included	Included	Included
<b>Max monthly charge</b>	\$114.99	\$119.99	\$119.99	\$159.99	\$129.99	144.99	\$179.99	\$229.99	\$299.99
<b>Early termination fee</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Contract term (months)</b>	1	1	1	1	1	1	1	1	1
<b>Remote Set-up fee</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>On-Site Visit</b>	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)	Free when additional work is required (Boosters-Cabling)
<b>Evening speed</b>	97mbps/ 37mbps	245mbps/ 95mbps	485mbps/ 47mbps	485mbps/ 194mbps	700mbps/ 47mbps	900mbps/ 94mbps	900mbps/ 389mbps	1900mbps/ 192mbps	1900mbps/ 485mbps