

Critical Information Summary

Residential 4G Failover

Service to be provided: Aussie Broadband's 4G Broadband Backup service is a 4G option to supply internet to your modem in the event of a disruption to your regular internet connection.

Eligible plans**	Fixed Wireless Plus, 12/1, 25/10 & 50/20	Fixed Wireless Fast & Superfast, 100/20 – 1000/400
Minimum Monthly Charge	\$10.00	\$0.00
Maximum Monthly Charge	\$340.00 + postage*	\$330.00 + postage*
Early Termination Charge	\$0.00	\$0.00
Minimum Term (Months)	1 Month	1 Month

NOTE: This service is available to business customers, the failover speeds are capped at 25/5.

*Maximum monthly charge includes monthly charge + hardware cost.

Information about the service

What is the service?

Aussie Broadband's 4G Broadband Backup service is a 4G option to supply internet to your modem in the event of a disruption to your regular internet connection.

Where is it available?

It is available anywhere where nbn® has been rolled out.

This mobile product of Aussie Broadband provides a 4G coverage footprint of 98%. It will use our existing logic and be determined on a case by case basis based on Optus coverage.

What do I need to access the service?

You will need:

- an existing and active Aussie Broadband Residential nbn® connection.
- An NL20Mesh modem supplied by Aussie Broadband at a cost of \$330.

What is included?

Features of this service include:

- a SIM card to be used in the NL20Mesh modem. The SIM card does not include any voice, SMS allowance or MMS allowance.
- the modem will come pre installed/configured.

Do I have to bundle anything with the service?

You will need an existing and active Aussie Broadband nbn® connection and an NL20Mesh modem supplied by Aussie Broadband. The cost of this modem is \$330 plus postage.

Minimum term of the service

There is no minimum term for this service – it is month-to-month.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal.

Information about pricing

Excess usage

There are no excess usage charges, Aussie Broadband will monitor and look to assist with any connection faults identified by 4G Backup initiating.

Set-up fee

There is no set-up fee for this service.

Equipment fees

- You will need to purchase a NL20Mesh modem for \$330 from Aussie Broadband for this service to work.
- You will need to pay \$15 Standard, \$20 Express or \$25 Courier for postage to receive the modem.
- You will need to pay for your own internal cabling if required.

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.



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Other possible costs

- A late fee of \$10 if a payment arrangement is broken on a credit card payment.
- A late fee of \$5.50 if payment arrangement is broken on a direct debit payment.
- A paper bill fee of \$1.75 applies to each paper bill.

Exit fee

There is no exit fee for this service.

If you start on a higher nbn® plan (e.g. 250/100) and drop to a lower nbn® plan (e.g. 50/20) there will be a change in the monthly cost from \$0 a month to \$10 a month.

**Plan eligibility

Plans that are eligible for \$10 per month

Fixed Wireless Plus 100/20, Basic 12/1, Basic Plus 25/10 & Value 50/20 nbn® & Opticomm plans.

Plans that are eligible for \$0 a month

Fixed Wireless Fast 250/25, Fixed Wireless Superfast 400/40, Fast 100/20, Fast Plus 100/40, Superfast PRO 250/100, Fast Fibre 500/50, Turbofast PRO 500/200, Superfast Fibre 750/50, Ultrafast Fibre 1000/100, Ultrafast PRO 1000/400 nbn® plans. Fast 100/20, Fast Plus 100/40, Superfast 250/25 & Ultrafast 1000/50 Opticomm plans.

Other information

Call and usage information

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via [MyAussie](#). Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://aussiebroadband.com.au/lodge-a-complaint/>

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.

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