Critical Information Summary
nbn® broadband
(Fixed Wireless 25/5 plan)

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises.

Data Allowance	Fixed Wireless 25/5 Plan
Unlimited Minimum Monthly Charge	$75
Unlimited Maximum Monthly Charge	$75
Typical Evening **Download Speeds** (7pm - 11pm)	**25Mbps**
Typical Evening **Upload Speeds** (7pm - 11pm)	**4Mbps**
Early Termination Charge	$0
Minimum Term (Months)	1

Information about the service

What is the service?
Aussie Broadband's nbn® broadband service uses NBNCo fixed wireless infrastructure to deliver broadband to your premises.

This service can perform to a maximum of 25Mbps download and 5Mbps upload, but these speeds can be affected by a range of factors including line of sight to the tower, nbn®cell congestion and nbn® backhaul congestion.

We will let you know after connection if nbn® has reported congestion on your cell, and whether nbn® has provided us with a forecast date for a fix.

Where is it available?
Fixed Wireless Plus is available anywhere that is covered by nbn's® fixed wireless broadband service.

What do I need to access the service?

- nbn® will need to install (no cost) an antenna on your premises with internal wall cabling and a device inside your premises, next to a power point. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready modem/ router (see "Equipment fees" on next page.

What is included?
Features of this service include:

- Australian-based phone support

Minimum term of the service
This service is month-to-month with no fixed term.

Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1–7am), download-only metering or a static IP.

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

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Information about pricing

Excess usage

There are no excess usage charges.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Aussie Broadband, but we can provide one if you prefer: modem/router cost starts from $216 plus postage. Postage costs are $15 for standard mail, $20 for express mail or $25 courier post.

New development fee

The nbn® may charge a $300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt- on features, speak to our staff.
- 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 prorata refunds on plan downgrades.
- 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.
- Optional static IP for $5.00 a month.

Exit fee

There are no exit fees for this service.

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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