

Critical Information Summary nbn® broadband

(Residential Fixed Wireless HST plans)

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

Data Allowance	Fast	Superfast
Unlimited Minimum/Maximum Monthly Charge	\$95	\$119
Typical Evening Download Speeds (7pm - 11pm)*	This service can perform to a maximum of 200Mbps - 250Mbps download	This service can perform to a maximum of 400Mbps download
Typical Evening Upload Speeds (7pm - 11pm)*	This service can perform to a maximum of 20Mbps upload	This service can perform to a maximum of 40Mbps upload
Early Termination Charge	\$0	\$0
Minimum Term (Months)	1	1

*As these are new services, we do not have sufficient data yet to calculate the typical busy period speed for them. We will update this information once sufficient data is available.

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 download and upload speeds in the table, 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?

90% of Fixed Wireless footprint for Homefast and 80% of Fixed Wireless footprint for Superfast under nbn®'s Fixed Wireless Upgrade program.

What do I need to access the service?

- nbn® may need to install/upgrade (no cost) equipment based on your currently installed nbn® equipment at 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 the premises 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:

- Five email addresses
- Email spam protection
- 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 \$180 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 sign-up 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 prorate refunds on plan downgrades.

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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