

Critical Information Summary

Home Broadband - Fixed-Wireless NBN



This summary may not reflect any discounts or promotions that may apply from time to time.

Plan Name	Home Basic II	Wireless Plus
Minimum Monthly Charge	\$69	\$89
Speed Tier ¹	25/5 Mbps	100/20 Mbps
Typical busy-period speeds (7pm - 11pm)	23/4 Mbps	73/10 Mbps
Data Allowance	Unlimited	
Wi-Fi Modem/Router	Included on a 12-month minimum term. A BYO option is also available upon request.	
Connection Charge ² (Setup Fee)	\$99 (\$50 discount applies if you bring your own modem/router)	
Minimum Term	12 Months for myhomefone supplied modem/router 1 Month for customer-supplied (BYO) modem router	
Total Minimum Cost Over Minimum Term	\$927 or \$118 for BYO modem/router	\$1167 or \$138 for BYO modem/router

Information about this service

This residential-grade service is delivered using the National Broadband Network (NBN). These plans are exclusive to the Fixed Wireless (FW) delivery technology. This service does not support Priority Assistance. If you require Priority Assistance, you should contact Telstra.

Availability

NBN Fixed Wireless is only available in designated coverage areas. You can check availability at www.nbnco.com.au/learn/rollout-map

Ordering this service may result in the disconnection of any existing fixed-line/wireless phone or broadband services at the premises.

Static IP (Internet Protocol) Address

Unnecessary for most people, you can add a static IP address to your service for \$5 per month. This ensures the identification number for your service doesn't change for comprehensive in-home tech setups.

Required Hardware

-NBN Equipment

NBN Fixed Wireless requires an external antenna to be installed by an NBN technician, with an NBN Connection Box located inside (near a power point). If NBN has previously been installed at your premises, this NBN-supplied equipment must remain in place even if you move out. If you're moving in, your real estate agent or community manager should confirm that this equipment has been left for you to connect with.

-Wi-Fi Modem Router with Ethernet ports

You will receive a simple (preconfigured) self-installation kit with enclosed plug-and-play instructions.

Alternatively, you can bring your own (BYO) NBN-compatible modem router and receive a \$50 discount on your initial connection charge. Note that we only recommend BYO modems if you or someone helping you is tech-savvy. BYO modems require configuration, and our technical support team has limited knowledge of third-party devices.

¹Speed & Performance

Our techs will provide you with the fastest speed possible, but we cannot guarantee actual speeds due to various factors, including network congestion (similar to traffic congestion on roads) or poor cabling within your home that can act as speed humps. Speeds can also vary significantly depending on your distance to the NBN tower, signal quality, weather conditions, and local network demand. Refer to our NBN Key Facts Sheet for further details.

Changing or Cancelling Your Plan

You can change to another plan within the range outlined in this document up to once a month, as long as this range remains available for new services.

Early Termination Fees (ETF) and Clawback Charges may apply when you cancel or relocate your service within the minimum term. The ETF is \$150, prorated across the length of the minimum term (e.g. a \$75 ETF would apply 6 months into the minimum term).

Clawback charges may also apply if you have received promotional discounts or goodwill credits. Please discuss your situation with us first, and we will do our best to reduce these charges.

If you're cancelling a service with an associated Device Payment Plan, you must pay the balance of any remaining repayments on your next bill.

Exclusions

-Home Phone / VoIP

This service does not come bundled with a home phone service. However, you can keep your active landline number for inbound calls by adding it to a mobile plan with us. Explore our mobile phone plans or contact our sales team for more information.

-Email

myhomefone does not provide any email services. We recommend free services such as Gmail, Outlook and ProtonMail.

-NBN Fees

NBN Co may impose the following charges; if applicable, we will rebill these to you:

²If a non-standard connection/installation is required.

Subsequent Installation Fee: \$297 (plus Labour and materials over Standard Install) for any subsequent installation at a premise after the initial installation.

If you are renting, your landlord should usually reimburse you for the above fees. Check with your State or Territory consumer protection agency.

Additional charges may apply for missed or cancelled appointments, after-hours installations, or fault investigations where no fault is found on the NBN network side, or where the cause is improper use of NBN equipment.

Billing & Fees

Your plan will automatically start billing upon line activation by NBN. Accounts are billed monthly in advance, so your first invoice will include a pro-rata amount for the balance of the current billing period. In addition to the monthly charge, you may pay the following charges:

Delivery Fee - \$24 for shipping and handling for any new/replacement equipment.

Paper Bill Fee - \$3.30 for each paper bill posted.

Alternatively, if you don't use eMail, you can specify a friend or family member's eMail instead.

Late Payment Fee - \$10 for each bill not paid by the due date.

Customer Service Guarantee (GSC)

Voice telephony services are not included in this plan; therefore, the Customer Service Guarantee Standard regulations are not applicable.

Obtaining Usage Information

To access information about your expenditure and data usage, please log in to your account at myaccount.myhomefone.com.au

Customer Service

You can contact us by emailing support@myhomefone.com.au or by phoning 1300 031 107

Fair Use

This service is subject to our Fair Use Policy, which sets out rules for the reasonable and lawful use of our service. If you choose not to follow the policy's directions, for example, by using your plan excessively or fraudulently, we can take the actions mentioned in the policy.

Dispute Resolution & Complaints

If you are unhappy with us or your service, please contact our Customer Service Team first. We would love to help where we can. If you wish to make a formal complaint, please refer to our Complaint Handling Policy, available on our website, to contact our specialist complaint resolution team.

If you are still unhappy, you can call 1800 062 058 to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman.

This is a summary only. To view all policies, terms and conditions, go to:

www.myhomefone.com.au/terms-and-conditions