

# 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                  | \$79                                                                                  | \$95                       |
| Speed Tier <sup>1</sup>                 | 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                      | BYO or purchase a preconfigured TP-Link VX230v for \$169 upfront, including delivery. |                            |
| Connection Charge <sup>2</sup>          | \$0                                                                                   |                            |
| Early Termination Fee                   | \$0 (cancellation effective at the end of the current billing period)                 |                            |
| Minimum Term                            | 1 Month                                                                               |                            |
| Total Minimum Cost Over Minimum Term    | \$79 with BYO modem/router                                                            | \$95 with 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](http://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

If requested when placing your order, you can purchase a preconfigured modem/router. It will arrive ready to plug in and use with your service.

Alternatively, you can bring your own (BYO) compatible modem/router. BYO equipment may require configuration, and our ability to assist with third-party devices is limited.

### <sup>1</sup>Speed & 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 may change to another available plan once per month. This service has a one-month minimum term and continues month-to-month thereafter.

Cancellation takes effect at the end of your current billing period. Monthly charges are not prorated, credited or refunded, and no early termination fee applies.

## 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.

### **-Complex Provisioning & Setup Fee**

A \$99 fee may apply if your order requires additional provisioning, non-standard setup or extended assistance beyond our standard connection process. We will advise you and obtain your agreement before undertaking any chargeable work.

### **-NBN Fees**

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

<sup>2</sup>If 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 replacement or other equipment unless delivery is included in the advertised price.

*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](http://myaccount.myhomefone.com.au)

## **Customer Service**

You can contact us by emailing [support@myhomefone.com.au](mailto: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](http://www.myhomefone.com.au/terms-and-conditions)