CRITICAL INFORMATION SUMMARY

Fixed Wireless nbn™ Plans – *UNLIMITED 0 MONTHS*

SERVICE AND PRICING INFORMATION

SERVICE DESCRIPTION

Power Networx business nbn™ provides you with an internet connection, delivered over nbn co's network.

PRICING

nbn plans	Wireless Plus	Wireless Home Fast	Wireless Superfast
Minimum monthly charge	$95	$99	$119
Minimum cost over term	$95	$99	$119
nbn Speed Tier	100_30 Mbps	200_250/8-20 Mbps	400/10-40 Mbps
Data Allowance	Unlimited		
Minimum Term (Months)	1		
Modem Options	Use your own Modem (no charge); or use the Power Networx Business Modem ($219 upfront or $10 a month over 24 months) or Modem with 4G backup SIM ($299 upfront or $14 a month over 24 months)		
Wi-Fi Booster Options	Use your own Wi-Fi Booster (no charge); or Use the Power Networx Business Wi-Fi 6 Booster Satellite ($299 upfront or $14 a month over 24 months)		

INFORMATION ABOUT THE SERVICE

PLAN DETAILS
ADDITIONAL CHARGES

Basic Setup	$0
Subsequent Install Fee	A Subsequent Installation Fee of $299 may also be charged by nbn co in the event sufficient infrastructure is not available or the service is being delivered along-side an existing active nbn connection at the same location. This fee is passed through at cost and is not included in any minimum term discounts or waivers.
New Developments Surcharges	In April 2016, the federal government announced a New Developments Surcharge of $300 which applies to the first nbn connection at certain premises. This surcharge is passed through at cost and is not included in any minimum term discounts or waivers.
Plan Changes	You may upgrade your speed tier once per month. You cannot downgrade your speed tier or plan while within contract term. You must provide 30 days' written notice to us to disconnect a service.
Mobile Broadband Backup Sim	The Business Modem is pre-configured for self-installation when you purchase a Power Networx 4G modem and includes instant activation with 4G Backup. 4G Backup provides an alternative Internet connection (up to 25/5 Mbps) and Internet telephony calls when your fixed Internet service has failed or is pending activation (not available in all areas).
Maximum Early Termination Fee	If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment, multiplied by the months remaining in your contract.

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RELOCATION FEES

Services relocating while in contract will be charged $150 each and require re-contracting at the new premises at the same minimum term length. Subsequent Install Fee and New Development Surcharge may also apply at new premises. If the service is not available at the new location, a full ETF will apply.

OTHER INFORMATION

SERVICE SPEEDS

Any speeds mentioned are only an indication of what you may experience on your service. Your speed will be affected by factors including the technology over which services are delivered to your premises, network configuration and traffic management (particularly during peak periods when more people are online), the nbn™ powered plan you choose, the performance of your modem, Wi-Fi, cabling, and other devices in your premises.

You will experience download speeds below 130Mbps on nbn™ Wireless Plus and below 250Mbps on nbn™ Wireless Home Fast and below 400Mbps on nbn™ Wireless Superfast. Your speed will be particularly affected even further during peak usage times (7pm to 11pm).

CONNECTION TIMEFRAMES

Typical installations take between 1 day and 4 weeks to complete. Timeframes can depend on building management approval, site access and nbn technology type.

PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for calls (if applicable). Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

CONTACT DETAILS

Call Us: 1300 797 428
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