Critical Information Summary

FairTel Fixed Wireless nbn® plans

Information about the service

FairTel Fixed Wireless nbn® Plan	nbn® Speed Tier	Theoretical Maximum Attainable Speed *	Minimum Monthly Charge	Connection Fee	Included Data	No Lock-In Contract
VALUE	25/5	15-25Mbps/3.5-5Mbps	$79.00	$55.00	UNLIMITED	☑
PLUS	100/20	100Mbps/20Mbps	$99.00	$55.00	UNLIMITED	☑
HOME FAST	250/20	200-250Mbps/8-20Mbps	$109.00	$55.00	UNLIMITED	☑
SUPER FAST	400/40	400Mbps/10-40Mbps	$119.00	$55.00	UNLIMITED	☑

*** Speeds attainable on nbn® fixed wireless services will vary due to factors such as nbn® cell congestion, weather, geography, line of sight to the tower, local conditions, vegetation, building obstructions, signal interference, the type and installation of antennas and the position and quality of Wi-Fi hardware. Actual speeds will be significantly impacted by congestion, particularly during typical busy periods (7-11pm).**

Service Description

A FairTel nbn® Fixed Wireless Plan is an internet service provided over the National Broadband Network and is available in nbn® Fixed Wireless areas.

Mandatory Components

You will require an nbn® compatible modem/router for this service. We can supply one for a one-off upfront fee if required. You can choose to BYO modem, but it must be compatible with your nbn® technology type. You must be capable of configuring your BYO device yourself. We will only be able to provide limited 'best effort' support for your BYO device.

Key Details

This service is provided on a no lock-in contract basis. You can cancel your service by submitting a cancellation request any time. up until 5pm on the last day of the billing period for that service. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date. Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of your billing period. All nbn Plans include unlimited data but are subject to the Fair Use Policy on our website.

Standard Installation Requirements

Standard Installation is included with your plan. A 240- volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery.

As part of installation, an nbn® technician will need to install an antenna onto the roof of your premise and drill a small hole to allow connection to an nbn® connection box on an interior wall inside your premises.

Non-Standard Connection Charges and Hardware Refund Policy

Standard installation is included at no charge with your plan. If a non-standard installation is necessary, additional charges may apply. If you cancel your plan at any time, we will not refund the cost of any hardware purchased from us, except in accordance with our Hardware Limited Refund Policy. Modems are yours to keep, come unlocked, and can be used with an alternative provider or technology type.

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Other Information

Service Details and Coverage

This FairTel nbn® service is provided using the nbn® network. FairTel is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Static IP Address Add-On

This FairTel nbn® service includes a Carrier-grade NAT IP address. You can change to a static IP address for $5 per month on top of your monthly nbn® plan fees by contacting us on 08 9779 9966.

Fixed Wireless Speeds

Actual speeds attainable on nbn® fixed wireless services will vary due to factors such as nbn® cell congestion, weather, geography, line of sight to the tower, local conditions, vegetation, building obstructions, signal interference, the type and installation of antennas and the position and quality of Wi-Fi hardware. Actual speeds will be significantly impacted by congestion, particularly during typical busy periods (7-11pm).

It is not possible for us to determine precisely the typical speeds that you will be able to achieve. If you are not satisfied with the speeds that you can achieve on your nbn® service, we recommend letting us know as soon as possible. We may be able to recommend troubleshooting to improve your speeds. You will also have the right to cancel your plan without cost.

Billing

We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on 28th. It is free to receive your bill via email. Important: Billing for your nbn® service will commence from the day that the nbn® activation is completed by NBN Co. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional Account Fees

The following account fees apply:

Paper Bill Fee $3.50 (available on request only)

Bounced Payment Fee $11.00

Late Payment Fee $15.00 If your account is not paid in full within 5 days after the monthly due date a late payment fee of $15.00 applies.

Complaints

If you have any concerns or complaints, please call us on **08 9779 9966** or email **info@fairtelstaff.com.au**

You can also contact the **Telecommunications Industry Ombudsman** on **1800 062 058** or submit an enquiry at **http://www.tio.com.au/**

We are always happy to help!

If you have any questions, call us on **08 9779 9966** or you can email us at **info@fairtelstaff.com.au**

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