

# Critical Information Summary:

## NBN Wireless

### Information About The Service

The NBN Wireless service is a broadband internet service which uses the NBN Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

With every NBN Wireless plan we offer our NBN Phone service at no additional cost, offering great call rates and call inclusions depending on your plan of choice. The Critical Information Summary for NBN Phone can be found at: [www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf](http://www.iinet.net.au/about/legal/cis/cis-nbn-phone.pdf)

### Required Services & Availability

The NBN Wireless service is only available within an NBN Fixed Wireless service area. NBN Wireless availability can be checked using our coverage checker at: [www.iinet.net.au/internet/broadband/nbn/coverage/](http://www.iinet.net.au/internet/broadband/nbn/coverage/)

You will require an NBN ready router if you want to connect multiple devices at once. Your router will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of your included NBN Phone service. Some NBN Wireless applications require you to purchase an iiNet modem (which is WiFi and VoIP enabled). You will also need a standard phone handset (approved for use in Australia) to use your included NBN Phone service.

### Minimum Term

NBN Wireless plans are available on either a no lock-in contract, or on a 24 month contract. A 24 month contract offers an included WiFi modem, as well as \$0 activation (\$79.95 on a no lock-in contract).

### Included Features

There are a range of value-added features included with NBN Wireless plans, with further detail at [www.iinet.net.au/nbnwireless](http://www.iinet.net.au/nbnwireless)

Liimitless Data (on selected plans)	NBN Phone offered	Contract flexibility
	24/7 Customer service	No Excess quota usage charges

### Information About Pricing

#### Monthly Charges

Plan Name	Monthly Included Data	NBN Phone Call Charges	Monthly Charge	Total Min. Charge (no lock-in contract)	Total Min. Charge (24 month contract)	Unit Cost 1GB of data included in plan
<b>NBN12 500</b>	500GB	Pay as you go	\$59.99	\$238.94	\$1,439.76	\$0.12
<b>NBN12 Liimitless</b>	Liimitless	Pay as you go	\$69.99	\$248.94	\$1,679.76	N/A
<b>NBN25 Liimitless Incl LN Calls</b>	Liimitless	Includes calls to local & standard national	\$79.99	\$258.94	\$1,919.76	N/A
<b>NBN25 Liimitless Incl LNM Calls</b>	Liimitless	Includes calls to local, standard national & Australian mobiles	\$89.99	\$268.94	\$2,159.76	N/A

- NBN Speeds:** Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by iiNet. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable. Learn more about NBN speeds at [iihelp.iinet.net.au/support/node/17104/](http://iihelp.iinet.net.au/support/node/17104/) NBN12 & NBN25 indicate the underlying NBN wholesale speed tier which the NBN plan is configured on.

Further information: [www.iinet.net.au/nbnwireless](http://www.iinet.net.au/nbnwireless)

- Total Minimum Charge on a 24 month contract is 24 months of plan rental. A \$10 modem delivery fee also applies if a modem is supplied.
- Total Minimum Charge on no lock-in contract is the activation fee (\$79.95), \$89 for modem, \$10 modem delivery fee plus one month of plan rental. Some NBN Wireless applications do not require you to purchase a modem and incur modem delivery fee.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- Full list of NBN Phone call rates is available at [www.iinet.net.au/nbn-phone](http://www.iinet.net.au/nbn-phone)

### Setup Fee

The below activation fee is applicable when signing up to an NBN Wireless plan.

Service	Details	Charge (no lock-in contract)	Charge (24 month contract)
NBN Wireless	Activation Fee	\$79.95	\$0

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

### Excess usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on NBN Wireless – instead, traffic beyond the included data will be slowed (shaped) to 256/256kbps for NBN12 500. Limitless plans are not shaped. You may purchase additional data if required: for more information, see

[iihelp.iinet.net.au/support/data\\_packs\\_FAQ](http://iihelp.iinet.net.au/support/data_packs_FAQ)

### Cancellation Fees

- Applies to 24 month contract term only - the maximum applicable break fee is \$300 within the first 6 months. The below NBN Wireless break fees apply thereafter. These fees cover the costs reasonably incurred by iinet when the contract commenced.
- Cancelling your NBN Wireless service will also cancel any other iinet products you've purchased that are only available when bundled with NBN Wireless. Should those products have their own contract, you are liable for their associated break fees.

Contract Break Fees	Tenure			
	0 – 6 months	7 – 12 months	13 – 18 months	19 – 24 months
24 month contract	\$300	\$225	\$150	\$100

## Other Information

### Usage Information

Customers can obtain information on their NBN Wireless usage information at <https://toolbox.iinet.net.au>

### Customer Service Contact Details

You can contact iinet customer service for Support & Billing assistance via **13 22 58** or emailing [support@iinet.net.au](mailto:support@iinet.net.au), or for Sales assistance via **13 19 17** or emailing [sales@iinet.net.au](mailto:sales@iinet.net.au) or via appropriate contact form to the appropriate area at [www.iinet.net.au/contact](http://www.iinet.net.au/contact)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [https://iihelp.iinet.net.au/Complaints\\_escalation\\_process](https://iihelp.iinet.net.au/Complaints_escalation_process)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

Further information: [www.iinet.net.au/nbnwireless](http://www.iinet.net.au/nbnwireless)