

# Critical Information Summary

## NBN Fixed Wireless



### NBN Fixed Wireless

Data Allowance	Fixed Wireless
<b>Unlimited Minimum Monthly Charge</b>	<b>\$99</b>
<b>Typical Business Download Speeds (9am - 5pm)</b>	38Mbps - This service can perform to a maximum of 75Mbps download and 10Mbps upload
<b>Typical Business Upload Speeds (9am - 5pm)</b>	5Mbps - This service can perform to a maximum of 75Mbps download and 10Mbps upload
<b>Early Termination Charge</b>	<b>\$0</b>
<b>Minimum Term (Months)</b>	<b>1</b>

### Information about the service

#### What is the Service?

Connected 360's nbn® broadband service uses nbn® fixed wireless infrastructure to deliver broadband to your premises.

This service can perform to a maximum of 75Mbps download and 10Mbps upload, but these speeds can be affected by a range of factors including line of sight to the tower, nbn® cell congestion and nbn® backhaul congestion.

We will let you know after connection if nbn® has reported congestion on your cell, and whether nbn® has provided us with a forecast date for a fix.



### Where is it available?

Fixed Wireless Plus is available anywhere that is covered by nbn's® fixed wireless broadband service.

### What do I need to access the service?

- nbn® will need to install (no cost) an antenna on your premises with internal wall cabling and a device inside your premises, next to a power point. A person over 18 will need to be at the premises for this appointment.
- You will also need an NBN-ready modem/ router (see "Equipment fees" on next page.

### What is included?

Features of this service include Australian-based phone support

### Minimum term of the service

This service is month-to-month with no fixed term.

### Information about pricing

#### Excess usage

There are no excess usage charges.

#### Set-up fee

There is no set-up fee for this service.

#### Equipment fees

NBN-ready modem/router can be purchased from Connected 360



### New development fee

The nbn® may charge a \$330 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

### Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our team.
- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan.

### Billing and Usage Information

Up to date usage of the service can be obtained by accessing our online portal, access information will be provided by calling our accounts department on (07) 5343 7424 or emailing [accounts@connected360.com.au](mailto:accounts@connected360.com.au).

All prices include GST.

### Exit Fee Charges

There are zero exit fees for this particular service.

### Enquiries, Feedback and Complaints

We are committed to providing you with excellent customer service. Please contact us on (07) 5343 7424, or email [connect@connected360.com.au](mailto:connect@connected360.com.au) if you have any questions or would like to give feedback. We have an Australian based team of professionals who can assist you with any technical support, account or sales enquiries. If you have a complaint or dispute, please call (07) 5343 7424 and ask for the resolutions team, or email [connect@connected360.com.au](mailto:connect@connected360.com.au). Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website <https://connected360.com.au/wp-content/uploads/2022/08/Complaints-Policy.pdf>



### Telecommunications Industry Ombudsman (TIO)

If you are dissatisfied with the result of your complaint after dealing with our dispute resolution procedure, you can seek independent mediation from the Telecommunications Industry Ombudsman (TIO). You may contact the TIO by calling 1800 062 058 or visiting [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint) to resolve any issues.