

Critical Information Summary

For your nbn® fixed wireless plan

Information about the service

Plan	Fixed Wireless Value Plus	Fixed Wireless Fast	Fixed Wireless Superfast
Theoretical maximum attainable speed [^]	100mbps download 20mbps upload	200-250mbps download 8-20mbps upload	400mbps download 10-40mbps upload
Minimum Monthly Charge	\$92.00	\$96.00	\$115.00
Included data	Unlimited	Unlimited	Unlimited
One (1) Month Minimum Term	✓	✓	✓

[^] 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 (7-11 pm).

Service Description

A More nbn® Fixed Wireless Plan is an internet service provided over the National Broadband Network and is available in nbn® Fixed Wireless areas. It is only available to residential users and is not suitable for business use.

Mandatory Components

You will require an nbn® compatible modem/router for this service. We can supply one for a one-off up-front fee if required. Please check our website for current pricing. 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 and has a 1-month minimum term. 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.

The More nbn® Fixed Wireless Plan includes unlimited data but is subject to the More Fair Use Policy available 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.

Hardware Refund Policy

If you cancel your plan at any time, we will not refund the cost of any hardware that you have purchased from us, except in accordance with our [Hardware Limited Refund Policy](#) or where required by law. Modems are yours to keep, are unlocked, and can be used with an alternative provider or technology type. Please review our [Hardware Warranty Information](#) for further information about your rights if you experience a fault with a device that you purchase from us.

Other information

Usage and spend management

You can monitor your usage and manage your usage through the [Self Care portal](#) or by calling us on 1800 733 368.

Spend management

A spend management tool is available to all More Telecom customers free of charge via [the Customer Portal](#).

Service details and coverage

This More nbn[®] service is provided using the nbn[®] network. More 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.

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 the date that your first More service was activated. It is free to receive your monthly bill online via the [Self Care Portal](#) or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service:

- on your invoice;
- in the [Customer Portal](#); or
- by contacting Customer Service.

Additional account fees

The following account fees apply:

Non-direct debit fee: \$3.50

Paper Bill Fee: \$3.50 (available on request only)

Late Payment Fee: \$22.00

Bounced Payment Fee: \$11.00

Temporary suspension of service charge: \$10.00 per each whole or partial billing period when the suspension is in place

Late payment fee

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$22.00 will apply. We strongly recommend that your account is set up for direct debit to ensure that your account is paid on the due date and avoid any late fee.

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 (7-11 pm).

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.

We Are Here to Help

If you have any questions, call us on 1800 733 368. Or you can visit us at <https://www.more.com.au/> for additional information.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our [website](#) and clicking on 'Customer Complaints Handling Policy'.

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

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the [Policies page](#) of our website.