

nbn™ Fixed Wireless Broadband

Information About the Service

Nelson Bay Online's nbn™ Fixed Wireless Broadband service delivers high-speed broadband internet over the NBNCo fixed wireless infrastructure. An nbn™ Fixed Wireless connection utilises data transmitted over radio signals to connect a premises to the nbn™ broadband access network.

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.

With every nbn™ plan we offer our nbn™ Phone service, AlphaPhone (VoIP) at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of NBN Phone call rates here: www.nelsonbay.com/nbn.

This VoIP service can be used to make and receive phone calls over your Nelson Bay Online broadband service. If you cancel your Nelson Bay Online nbn™ Broadband service, access to your AlphaPhone (VoIP) service will be cancelled also.

Where is it available?

Fixed Wireless is available anywhere that is covered by NBNCo's fixed wireless broadband service.

What do I need to access the service?

NBNCo 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 home for this appointment.

You will require an NBN ready modem/router to access this service. We can supply one for a one-off fee if required. Please check website for current pricing. Due to complexities on the network we recommend you to use one of our supplied modem/routers, however we do support BYO modem/router.

Any BYO modem/router must be compatible with the relevant type of NBN connection that is delivered to your property. You must be capable of configuring your BYO device yourself – we will only be able to provide limited 'best efforts' support for your own BYO device.

Minimum Term

Nelson Bay Online nbn™ plans are available on a no lock-in contract and you are free to cancel at any time. It has a 1 month minimum term.

Broadband Speed

The nbn™ speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Information About Pricing

Free Activation

Where advertised as such the broadband activation fee only is free. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

Cancelling Your Plan

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Cancellation Fees

There are no cancellation fees for this service.

Data Usage Charges

Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 1.5Mbps for plans with 100GB and 200GB data.

Plans with Unlimited data are not shaped.

Equipment Fee

You don't have to purchase an NBN-ready modem/router from Nelson Bay Online, but we can provide one if you prefer: modem/router cost is \$109 (including shipping).

Plan Changes

Changing plan is free. You can switch between Nelson Bay Online nbn™ plans, no more than once each month.

Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

New Development Fee

If NBNCo identifies your premises to be within the site boundary of a new development the \$300 nbn™ New Development charge will apply to connect your premises to the nbn™. We will inform you upon signup if this fee may apply.

nbn™ Fixed Wireless Broadband Charges

Monthly Included Data	100 GB	200 GB	Unlimited
Basic Speed	\$44.99	\$49.99	\$54.99
Set-up Fee	\$0	\$0	\$0
Total minimum Cost	\$44.99	\$49.99	\$54.99
Boost Speed	\$59.99	\$64.99	\$69.99
Set-up Fee	\$0	\$0	\$0
Total minimum Cost	\$59.99	\$64.99	\$69.99
Premium Speed	\$69.99	\$74.99	\$79.99
Set-up Fee	\$0	\$0	\$0
Total minimum Cost	\$44.99	\$74.99	\$79.99

IMPORTANT: Billing for your nbn™ service will commence from the day that the nbn™ activation is completed by NBNCo. 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.

Other Information

Customer Service Contact Details

You can contact Nelson Bay Online customer service for Support & Billing assistance via 1300 746 754 or emailing support@nelsonbay.com, or via appropriate contact form to the appropriate area at www.nelsonbay.com/contactus

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Nelson Bay Online's complaint resolution team at complaints@nelsonbay.com or call **1300 746 754**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit www.tio.com.au/about-us/contactus