

## Critical Information Summary – nbn™ Fixed Wireless

### Information About the Service

**nbn™** Wireless is part of the National Broadband Network internet service which uses the NBN Wireless Access Network to deliver internet connection to your premises.

### Mandatory Requirements and Availability

This service is available to all eligible customers that are in a NBN Wireless service areas. This service is not dependent on any bundling of services. area. You can check availability on [nbn@rollout map | nbn \(nbnco.com.au\)](#). Not all speed tiers are available in all **nbn™** Fixed Wireless areas.

If your premises are in a NBN Wireless service area but are not already connected to the NBN, the installation of an Outdoor Antenna box on the outside of your house (the Premises Connection Device). The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device, which looks like a broadband modem. There may also be a separate power supply box.

To gain the full benefit of the NBN Wireless speeds, you should have an NBN-ready router. ANT Communications can supply you with an NBN-ready router at an additional cost or you can provide your own NBN-ready router. For more information, please contact your sales representative on 1300 268 266.

### Minimum Term

**nbn™** Fixed Wireless is available on: Casual Month2Month connection terms.

### Inclusion and Pricing

All usage is subject to the fair use policy. All dollar values include GST unless otherwise stated. Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Residential Plan	Typical Evening Speeds	Data Allowance <sup>a</sup>	Monthly Plan Charge	Total Minimum Charge <sup>a</sup>
Fixed Wireless Basic 12/1	11/.84 Mbps	Unlimited	\$54.95/month	\$54.95
Fixed Wireless Basic Plus 25/5	18/3.2 Mbps	Unlimited	\$59.95/month	\$59.95
Fixed Wireless Plus 25-100/5-20	75/8 Mbps	Unlimited	\$89.95/month	\$89.95
Fixed Wireless Home Fast 200-250/8-20	90/8 Mbps	Unlimited	\$99.95/month	\$99.95

### Important conditions, limitations, restrictions, or qualifications.

NBN Co supplies: Premises Connection Device, Wireless Wall Outlet, Network Termination Device and Power Supply Unit; first battery; Premises Connection Device with internal cabling up to the Network Termination Device. This equipment remains the property of NBN Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) port.

The Network Terminating Device provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises you will require an NBN ready Wireless Router. **nbn™** Fixed Wireless High-Speed tiers have Version 3 and or 4 W-NTD requirements.

Plans are based on the NBN peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the NBN network, your equipment, software and download source.

### Set-Up Fee

There is no set up free for service.

### New Development Fee

nbn™ may charge a \$300 “new development fee” for the cost of delivering a connection/s to a new premises/development or dwelling.

### Excess Usage

No excess usage charges apply to these plans.

### Cancellations

There are no cancellation charges that apply to these plans. All plan cancellations require 30 days’ notice in writing. Any outstanding billed and unbilled charges will be payable.

## ANT Acceptable Use Policy

The ANT Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The ANT Acceptable Use Policy is available to our website <https://ant.com.au/terms-conditions/acceptable-use/>

Please note that your service may be restricted if you fail to pay your invoice and breach our terms and conditions or fair use policies.

## Invoices and Payment

ANT nbn™ Fixed Wireless services are billed monthly in advance. Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. Full Ant Terms of Service are available at <https://ant.com.au/terms-conditions/acceptable-use/>

## Customer Service Contact Details

Mailing Address	PO Box 269 Avalon Beach NSW 2107
Sales	Phone 1300 268 266 email <a href="mailto:sales@ant.com.au">sales@ant.com.au</a>
Technical Support	Phone 1300 268 266 email <a href="mailto:support@ant.com.au">support@ant.com.au</a>
Billing	Phone 1300 268 266 email <a href="mailto:billing@ant.com.au">billing@ant.com.au</a>

## Dispute Resolution Process

If you are dissatisfied with your service, you can contact us on [complaints@ant.com.au](mailto:complaints@ant.com.au) or follow the dispute resolutions process outlined [here](#).

## Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com](http://tio.com)

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