

CRITICAL INFORMATION SUMMARY

NBN Fixed Wireless



Description

MY NET's NBN TC-4 I broadband service uses nbn® Fixed Wireless infrastructure to deliver broadband to your premises.

Pricing information

Plan Speed Download/Upload	Typical Evening Download Speeds (7pm - 11pm)	Typical Evening Upload Speeds (7pm - 11pm)	Minimum Term (Months)	Monthly Charges (ex GST)	Example Total Minimum Cost (24 Month Contract – ex GST)
100/20	47Mbps This service can perform to a maximum of 100Mbps download	5Mbps This service can perform to a maximum of 20Mbps upload	1	\$110 (\$121 inc. GST)	\$2,640 (\$2,904 inc. GST)
250/20	This service can perform to a maximum of 200Mbps 250Mbps	This service can perform to a maximum of 20Mbps	1	\$115 (\$126.50 inc. GST)	\$2,760 (\$3,036 inc. GST)
400/40	This service can perform to a maximum of 400Mbps	This service can perform to a maximum of 40Mbps	1	\$128 (\$148.80 inc. GST)	\$3,072 (\$3,339.60 inc. GST)

Requirements and Availability

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

Plan Speeds are dependent on NBN technology type. All services are subject to service qualification.

Carrier-Grade NAT

All MyNet NBN TC4 plans by default are behind CG-NAT (Carrier-Grade NAT). This means that services that require a dedicated fixed public IP address may not work correctly.

If customers require a static public IP address, they can request one with justification via our support team. <https://www.mynet.au/contact>

For more information on CG-NAT you can visit <https://www.mynet.au/resources>

What do I need to access the service

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.

- You will also need an NBN-ready modem/router.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You display inappropriate or abusive behaviour towards our staff
- You breach the terms and conditions or our Fair Use Policy
 - Available at sign up as part of your Master Services Agreement or at <https://www.mynet.au/resources>

Usage

All MyNet Internet plans are unlimited. There are no excess usage charges.

Minimum Service Term

Minimum service terms are solution specific and will be detailed on your service order(s).

Early Termination Charges

If you cancel the service before the end of your contract term, Early Termination Fees (ETF) will apply. You are required to pay 85% of the remaining contract value.

Set-up fee

If there are any setup fees for your service, we will inform you upon signup and they will be detailed on your service order.

Equipment fees

You don't have to purchase an NBN-ready modem/router from MyNet. If you require a NBN-ready modem/router please contact our team to discuss. All Equipment fees will be detailed on your service order.

New development fee

nbn® may charge a \$300 (ex GST) 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.

Subsequent install fee

If you already have NBN at your address and want an additional connection nbn® will charge a \$300 (ex GST) subsequent install fee. We will inform you upon signup if this fee may apply.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.mynet.au/complaints>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at <https://tio.com.au/making-a-complaint>