Critical Information Summary

For your Business nbn® fixed wireless plan - Information about the service

Plan	Fixed Wireless Value Plus	Fixed Wireless Fast*	Fixed Wireless Superfast*
Theoretical maximum attainable speed^	100mbps ↓ 20mbps ↑	200-250mbps ↓ 8-20mbps ↑	400mbps ↓ 10-40mbps ↑
Included data	Unlimited	Unlimited	Unlimited
One (1) Month Minimum Term	✓	✓	✓
Minimum Monthly Charge	$95.00	$100.00	$110.00
Min. Charge (24-mth contract only) inc. modem delivery fee	$2294.95	$2414.95	$2654.95
Plan Early Termination Fee	$13 x months remaining of contract		

^ 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. A router is provided at no additional cost as part of a 24-month plan. You can choose to BYO modem, but it must be compatible with your nbn® technology type.

Key Details
This service is provided on a 24-month contract or 1 month contract. 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. However, Early Termination Fees will apply if you terminate a 24-month contract before the end of your contract term. 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 each month. All More Business nbn® plans include unlimited data, but are subject to the More Fair Use Policy on our website.

Hardware Charge
You require an nbn® compatible modem/router to use this service. An nbn® router is provided at no additional cost as part of a 24-month plan. The model of router supplied with a 24-month plan is at More's discretion – see website for details of current available model. Alternatively, you can purchase a different router from us at the time of sign up at the price set out on our website. A delivery charge of $14.95 applies per hardware item (whether included with your plan or purchased separately). You can choose to BYO modem, but it must be compatible with your nbn® technology type.

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 www.more.com.au 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.

Non-standard connection charges
If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of $300 inc. GST will apply.

Early Termination Charge
If you select a 24-month contract and then cancel your service before the end of that period, Early Termination Fees (ETF) will apply – see table above for ETF amount. There may be some instances where this does not apply, please read 'Fixed Wireless Speeds' section below.

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.