

## Critical Information Summary

### For your business nbn® fixed wireless plan Information about the service

<b>Plan</b>	Fixed Wireless Plus
<b>Theoretical maximum attainable speed<sup>^</sup></b>	75/10
<b>nbn® Speed Tier</b>	25/5
<b>Minimum Monthly Charge</b>	\$88.00
<b>Included data</b>	Unlimited
<b>One (1) Month Minimum Term</b>	✓

<sup>^</sup> 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 hours (8am-6pm).

#### Service Description

A More nbn® Fixed Wireless Plus Plan is an internet service provided over the National Broadband Network and is available in nbn® Fixed Wireless enabled areas.

#### 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](#).

#### 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.

#### 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.

#### 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.

#### Hardware Charge

An nbn® ready device is provided at no additional charge as part of the cost of your plan if you choose a 24-month contract. A postage and handling charge of \$14.95 applies per device.

#### Early Termination Charge

If you select a 24-month contract and then cancel your service within that 24-month contract term:

- Early Termination Fees (ETF) will apply. The ETF is \$220 per nbn® service. There may be some instances where this does not apply, please read 'Broadband Speeds' section below.
- If hardware has been provided as part of your plan, this must be returned to More. A \$149.95 hardware non-return fee will apply per device if the hardware is not returned within 30 days of your service being cancelled.

#### 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 management

Monitor 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 customers free of charge via the [Self Care portal](#).

#### Service details and coverage

This More nbn<sup>®</sup> service is provided using the nbn<sup>®</sup> 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.

**Important:** Billing for your nbn<sup>®</sup> service will commence from the day that the nbn<sup>®</sup> activation is completed by NBN Co. 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.

#### 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 applies.

### Fixed Wireless Speeds

Actual speeds attainable on nbn<sup>®</sup> fixed wireless services will vary due to factors such as nbn<sup>®</sup> 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 business busy periods (8am-6pm).

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<sup>®</sup> 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, access our complaint resolution process at [more.com.au/policies](https://www.more.com.au/policies) (click 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.