

nbn™ Fixed Wireless Plus

Information Summary for your nbn™ Fixed Wireless Plus unlimited data plan

Information about the Service

SERVICE DESCRIPTION

The More nbn™ Fixed Wireless Plus Unlimited Plan is an internet service provided over the National Broadband Network and is available in nbn™ Fixed Wireless enabled areas and is only available to residential users, it is not suitable for business use.

MANDATORY COMPONENTS

You will require an nbn™ compatible modem/router for this service. We can supply one for a one-off fee if required. Please check our website for current pricing. You can choose to BYO your own modem, but it must be compatible with your nbn™ technology type. You must be capable of configuring your BYO device yourself. We will only be able to provide limited 'best effort' support for your own BYO device.

KEY DETAILS

This service has a no lock-in contract, and you are free to cancel at any time. It has a 1-month minimum term.

The NBN broadband plan that you have ordered is on our Fixed Wireless Plus on the nbn Fixed Wireless network.

Fixed Wireless Plus offers a theoretical maximum speed of 75/10

More plans are subject to the More Fair Use Policy, which can be seen on our [website](#).

STANDARD INSTALLATION REQUIREMENTS

Standard Installation is included with your plan and is provided to the first telephone point on your premise. 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. If you take up an nbn™ service, service.

Information about Pricing

MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

Typical Evening Speed	27Mbps
Included Data	Unlimited
Monthly charge	\$77.00
Minimum Charge (1-month plan)	\$77.00

INSTALLATION CHARGES

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. If nbn™ Co deems your property to be a new development, the nbn™ New Development charge of \$300 inc GST will apply.

ORDER CANCELLATION POLICY

If after ordering your nbn™ service you wish to cancel due to a change of mind, no refund will be provided if your order is in progress with the Carrier. Your order will be deemed as 'in progress' once you have received notification by email that your order has been submitted to our Carrier.

Other Information

USAGE INFORMATION

You can monitor your usage at [More Portal](#) or by calling us on 1800 733 368

SERVICE DETAILS

This More nbn™ service is provided using the nbn™ network. More is responsible for the service to you (the Consumer) and is not affiliated or related to nbn™ Co.

BILLING

We will bill you in advance for the minimum monthly charge. When signing up online your first month of charges will be billed in advance. This

upfront payment will be applied to your first monthly bill.

It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

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

Bounced/failed direct debit fee: \$10.00

Paper Bill Fee: \$2.95

VISA/Mastercard surcharge: 1%

American Express Surcharge: 2%

It is free to pay your account via bank account direct debit, and free to receive your bill via email. You can update your payment details at any time via our Self Care Portal.

LATE PAYMENT FEE

If your account is not paid in full within 5 days after the monthly due date a late payment fee of \$15 + gst will apply. We strongly recommend that your account is set up on direct debit to ensure that your account is paid on the due date and avoid any late fee.

BROADBAND SPEEDS

Fixed Wireless Plus offers a theoretical maximum speed of 75/10. Fixed Wireless speeds are slower than fixed connections, and may be impacted by cell congestion, and can only be determined after activation of the service.

Actual speeds you will receive will vary due to a number of factors such as the number of end-users using the service at the same time, the hardware, the software and its configuration, the connection method within the premises, the signal strength or obstruction of the antenna's line of site to the tower, weather conditions, tower and network capacity and the type/source of content being downloaded.

Please contact us as soon as possible if you are not achieving satisfactory speeds and we will provide some troubleshooting tips that may improve things.

14 DAY NBN TRIAL

If you are not completely satisfied with your More nbn™ service, you are free to cancel within the first 14 days and receive a full refund of your plan fee. We will not refund the cost of any modem that you have purchased from us. Modems are yours to keep, are unlocked and can be used with an alternative provider or technology type. For full details please see our 14-day nbn™ trial terms and conditions.

WE ARE HERE TO HELP

If you have any questions, just call us on 1800 733 368 so we can serve you better. Or you can visit us at <https://www.more.com.au/> for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [Policies | More™](#) 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/>

SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at [More Portal](#). For instructions on how to access the member portal please check out the relevant article on our knowledge base at [Help & FAQs | More™](#)

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of October 2021