

Home Wireless Broadband

Information about the service

The Wireless Broadband 4G is a post-paid broadband service delivered using the Optus 4G Plus network for use within Australia. Any data allowance not used within the billing month will expire, with the first month's data allowance pro-rated for use in that billing month.

Serviceability & Speed

The Wireless Broadband service is only available in selected areas on the Optus 4G Plus network with the Fibre2air supplied modem within Australia. To check serviceability, visit fibre2air.com.au/home-wireless. We recommend that you position your modem close to a window to maximise signal strength. Whilst the Wireless Broadband 4G service uses the Optus 4G Plus network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on the 4G network. In metropolitan areas where there is 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1 Mbps are available. If 2300 MHz coverage is not available at your nominated address, download and upload speeds of up to 5/1 Mbps are available. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Information about Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly charge	Total Min. Cost (No Lock-in Contract)	Total Min. Cost (24 months Contract)	Unit Cost 1GB of data included in plan
HWBB 200	200GB	\$75.00	\$264.95	N/A	\$0.0003/MB
HWBB 250	250GB	\$70.00	N/A	\$1,844.95	\$0.0003/MB

Data usage

Data will be counted in kilobytes and includes both uploads and downloads. The cost of 1MB of data within your Included Data Allowance is \$0.0003/MB.

Things you will be charged for:

Additional Data Within Australia If you use more than your included data during your billing month we'll automatically give you another 10GB for \$15. Each time you use all of your data inclusion we'll give you another 10GB for \$15, up to a maximum of 50GB additional data on one account per month.

Note that once your data usage reaches 250GB on (Month to month) or 300GB on (24 Months), you will not be charged but the service will be slowed to 256 Kbps until your next bill cycle. Any unused data allowance does not roll over.

Upfront Hardware Charges

You will require a modem fitted with a 4G SIM to use this service. The modem will be supplied by Fibre2air.

Product	Hardware Price	Postage Charges
HWWB Modem	\$175.00 (Month to Month)	\$14.95
HWWB Modem	\$150.00 (24-Months)	\$14.95

Minimum Total Cost

- Month-to-month – The minimum total cost for the Home Wireless Broadband is equal to the sum of the Home Wireless Broadband 4G monthly access charge, plus the HWBB Modem Charge, plus Postage Charge. $\$75.00 + 175.00 + 14.95 = \264.95
- 24-months contract – The minimum total cost for the Home Wireless Broadband is equal to the sum of the Home Wireless Broadband 4G monthly access charge, plus the HWBB Modem Charge, plus Postage Charge. $\$70.00 \times 24 + 150.00 + 14.95 = \$1,844.95$

Early Termination Charges

Contract	Fees
No Lock-in Contract	\$0
24 Month Contract	Upto \$350

Relocating to another service address

If you relocate to another service address you should contact us to discuss your options for continuing to access the service at your new address, as the service may not be available at your new address at all, or you may need to access a broadband service via a different access method. To check your serviceability at your new address, visit www.fibre2air.com.au

If you relocate we may have to change the access method for your broadband service:

- A new plan that is reasonably comparable with your current plan; or
- An alternative plan, but only if we take reasonable steps to address any detrimental impact that the change may have on you that is not minor. If we change your access method, you must provide all reasonable assistance to enable the change to be implemented, including access to your premises and equipment.

Other Information

Usage Information

To check your current usage levels. login to 'My Account' at www.fibre2air.com.au/myaccount or download the fibre2air mobile app.

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge

Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to fibre2air.com.au/payments or contact us.

We're here to help

Please visit fibre2air.com.au/contact if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

Complaint or Disputes

If you have a problem or complaint about your service go to fibre2air.com.au/complaints where you will find full contact details and information about how to resolve it.

Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at tio.com.au/about-us/contact-us