CRITICAL INFORMATION SUMMARY

FOR YOUR RESIDENTIAL NBN® FIXED WIRELESS SERVICE

Plan	Fixed Wireless Value Plus	Fixed Wireless Speedy	Fixed Wireless SuperSpeedy
Theoretical maximum attainable speed^	100 mbps download 20 mbps upload	200-250 mbps download 8-20 mbps upload	400 mbps download 10-40 mbps upload
Minimum Monthly Charge	$88.90	$92.90	$104.90
Included data	Unlimited	Unlimited	Unlimited
One (1) Month Minimum Term	✓	✓	✓

^ 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 (7-11pm).

SERVICE DESCRIPTION

A Tangerine 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. We can supply one for a one-off up-front fee if required. Please check our website for current pricing. You can choose to BYO 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 BYO device.

KEY DETAILS

This service is provided on a no lock-in contract basis and has a 1-month minimum term. 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. 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.

The Tangerine nbn® Fixed Wireless Plan includes unlimited data but is subject to the Tangerine Fair Use Policy available on our website.

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

Standard installation is included at no charge with your plan. If a 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 $275 inc. GST will apply.

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.

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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 211 112.

Spend management
A spend management tool is available to all Tangerine Telecom customers free of charge via the Customer Portal.

Service details and coverage
This Tangerine nbn® service is provided using the nbn® network. Tangerine 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 service was activated. It is free to receive your monthly bill online via the Customer 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® 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 payment fee: $5.00
Paper Bill Fee: $3.50 (available on request only)
Late Payment Fee: $15
American Express surcharge: 2%
PayPal Surcharge: 1%

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 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 (7-11pm).

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 211 112. Or you can visit us at www.tangerinetelecom.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.

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