

Plan	nbn 25	nbn 50	nbn 100	nbn 250
Monthly Charge (inc. GST)	\$70	\$85	\$95	\$105
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited
Maximum Speed	25/10Mbps	50/20Mbps	100/20Mbps	250/25Mbps
Typical Busy Period Speed	25/8.5Mbps	50/17Mbps	98/17Mbps	250/21Mbps

### Service Description

MultiWave's Fixed Line plans are delivered via the National Broadband Network (nbn®) using fibre, copper and HFC technologies.

The minimum term is 30 days. You may request to terminate your service with 30 days' notice. There is no early termination fee.

### Availability

Fixed Line services are available in the nbn Fibre, Copper and HFC footprint. You can check for availability at

<https://www.nbnco.com.au/learn/rollout-map>

Plan availability on premises in the FTTN/B footprint is subject to line capability. The nbn 250 plan is not available in the FTTN/B footprint.

### Connecting Equipment

nbn will need to connect your premises to its network if it hasn't already done so. nbn retains ownership of any Connecting Equipment it installs. This equipment may only be modified or removed by nbn.

You will need to supply a Wi-Fi router or purchase one if you do not already have one. Once your service is connected, the MultiWave team will provide instructions for the setup of your router.

### Priority Assistance

If you have a life-threatening medical condition or live with someone that does, please seek an alternative type of service that supports Priority Assistance. Telstra provides telephony with Priority Assistance on its network.

### Mandatory Components and Bundling

There are no mandatory components. The offer does not depend on bundling with other services.

### New Development Fee

An additional once off \$300 charge applies if your premises is identified by nbn® as being within the site boundary of a new development.

### Data Speeds

The Maximum Download and Upload Speeds do not indicate what Data Speed your service will typically achieve. A range of factors can affect the speed of your service, including but not limited to:

- whether you are using the internet during the busy period
- the number of concurrent users
- the type/source of content being downloaded
- Customer equipment limitations

Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### Power Outages

During mains power disruptions, you will not be able to use your broadband service or make emergency phone calls with it.

### Plan Changes

There is no fee to change your plan and you can change your plan at any time.

### Customer Service

Customer service can be contacted on 1300 525 800 during business hours or on [support@multiwavenetworks.com.au](mailto:support@multiwavenetworks.com.au).

### Customer Complaints

If you're not happy with your broadband service, you may wish to raise a complaint via our Complaint Process:

<https://www.multiwaveconnect.com.au/complaints-policy>

### Industry Ombudsman

In the unlikely event that you're still not happy after following the process above, you may wish to refer your complaint to the Telecommunications Industry Ombudsman. The ombudsman can be contacted on 1800 062 058 and alternative contact details can be found at <https://www.tio.com.au/>.