

| Plan                      | nbn® 25   | Fixed Wireless Plus | Fixed Wireless Home Fast* | Fixed Wireless Superfast* |
|---------------------------|-----------|---------------------|---------------------------|---------------------------|
| Monthly Charge (inc. GST) | \$70      | \$85                | \$95                      | \$105                     |
| Data Allowance            | Unlimited | Unlimited           | Unlimited                 | Unlimited                 |
| Maximum Download Speed    | 25Mbps    | 75-100Mbps          | 200-250Mbps               | 300-400Mbps               |
| Maximum Upload Speed      | 5Mbps     | 8-20Mbps            | 8-20Mbps                  | 10-40Mbps                 |

\*Subject to service qualification

### Service Description

MultiWave's Fixed Wireless Plans are delivered via the National Broadband Network (**nbn**®) and include an **nbn** Fixed Wireless service with an Unlimited Data Allowance.

The minimum term is 30 days. There is no early termination fee. You may request to terminate your service with 30 days' notice. A pro-rata invoice will be raised to cover any days in the 30-day period which fall after the end of the current Billing Period.

### Availability

Fixed Wireless Plans are available in the **nbn** Fixed Wireless footprint. You can check for availability at <https://www.nbnco.com.au/learn/rollout-map>

Fixed Wireless Fast and Superfast plans are available only in eligible **nbn**® locations. Customers without the required version of the **nbn** WNTD will need an appointment to have their WNTD upgraded.

### 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. For example, the antenna, indoor unit, power supply and cabling. 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. **nbn** does not support Priority Assistance on **nbn** Fixed Wireless services. Telstra provides telephony with Priority Assistance on its copper network.

### 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:

- congestion on the **nbn** network
- **nbn** tower and network capacity
- Local weather
- Signal strength, interference and obstructions
- Customer equipment limitations

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

### Power Outages

**nbn** does not offer a battery backup service. Therefore, 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.

### Mandatory Components and Bundling

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

### 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/>.