

**Welcome!**

**Thank you for choosing BorderNET Internet Pty Ltd as your preferred Supplier of NBN Co Services.**

BorderNET Internet has provided internet solutions for over 10 years. We pride ourselves on offering exceptional service to customers in rural areas. We are excited to offer the new NBN Fixed wireless service to you.

**Information About The Service**

The BN Fixed 500 plan is a residential grade Fixed wireless service with a standard Peak Information Rate of up to 12/1Mbps and Turbo speed of up to 25/5Mbps.

This plan has an anytime data allowance of 500 GB.

Both upload and download transmissions are counted towards your monthly Data Allowance.

**Service Bundles**

There are no bundles available for this service.

**Equipment Needs**

To use this service your computer or router will need an RJ45 Ethernet port to connect to the service using the supplied cable to the NBN modem.

**Minimum Term**

\$80.00 per month with \$0.00 connection fee on a 24 month minimum term

\$80.00 per month with \$49.00 connection fee on a 12 month minimum term

\$80.00 per month with \$99.00 connection fee on a 30 day minimum term

**What's Included**

500 GB of Peak time data where 1 GB (Gigabyte) = 1,000,000 Bytes

You can use your monthly usage allowance at any time (day or night).

Any unused monthly allowance expires at the end of your billing cycle.

**What's Not Included**

If you exceed your 500 GB monthly usage allowance in a month, your broadband service will be slowed down to 128kbps for all usage for the rest of that month until your next billing cycle begins, but you won't be charged extra for use.

Any unused usage expires at the end of your billing cycle.

There are no data blocks available with this service at this time.

A Router is not included with the equipment supplied on installation.

**BorderNET Fixed Wireless Offer Conditions**

This service offer is only available to customers who have:

Qualified for a new Fixed Wireless service Under NBN Co. or transferring from an existing Fixed Wireless service provided from our competitors after their initial contract has expired.

In all cases the indoor unit (NTD), outdoor unit (Antenna, LNB, SSPA & Dish) and cabling at the premises must be in working order.

**Limitations, Restrictions, Qualifications and Any Important Conditions**

Fixed Wireless is only available to qualified customers under the NBN eligibility criteria.

There is no guaranteed uptime due to the nature of Fixed Wireless.

Service speeds are measured as the Peak Information Rate for your Fixed Wireless device. Your maximum throughput will be lower than this rate and can be effected by: Overheads imposed by Ethernet and other protocols you use such as TCP/IP, the internet service you are accessing, the network between BorderNET and the server you are accessing, the network between BorderNET and your service, local factors such as the performance of your computer equipment including your network router and wireless network and external factors such as weather, signal and the number of users on the NBN network.

You must agree to have NBN Co discuss service quality and market research with you.

You must agree to have BorderNET support staff and NBN Co's installation contractor's contact you directly to diagnose faults and make repairs if necessary.

Fixed Wireless Services installed under the NBN Co cannot be migrated moved or repurposed for any Other Service and vice versa.

Standard install timeframes may take up to 60 days from when NBN Co accepts your application. Nonstandard applications may take longer.

VoIP and IPv6 are not supported at this time.

All IP addresses are owned by BorderNET

| <b>INFORMATION ABOUT PRICING</b>  |
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| <b>Minimum Plan Term</b>  |
| The BN Fixed 500 plan minimum plan term is 1 month on the no contract term selection  |
| <b>Maximum Monthly Charge</b>   |
| The BN Fixed 500 plan at 12/1 Mbps is \$80.00<br>The BN Fixed 500 plan at 25/5 Mbps is \$85.00  |
| <b>Maximum Early Termination Charge</b>   |
| We have 3 contract options<br>Early termination on 0 month contracts have no early termination charges<br>Early termination on 12 month contracts are charged at \$99.00<br>Early Termination on 24 month contracts are charged at \$99.00  |
| <b>Minimum Price Over the Term of the Contract</b>  |
| The BN Fixed 500 plan minimum price is \$179.00 on no contract term<br>The BN Fixed 500 plan minimum price is \$1009.00 on 12 month contract term<br>The BN Fixed 500 plan minimum price is \$1920.00 on 24 month contract term   |
| <b>Cost of 1GB of data in Australia</b>   |
| 1 GB of data in Australia under the BN Fixed 500 plan is \$0.16   |
| <b>Billing</b>  |
| The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the ‘Important information about your first bill’ section below for more information.<br><br><b>Your monthly bill</b><br>On the same day of each month, you’ll be billed the minimum monthly charge in advance for.<br><br><b>Important information about your first bill</b><br>When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus the plan change fee equal to the difference between the new higher priced plan and your old lower priced plan. |
| <b>Other Information</b>  |
| Customers can obtain their usage and change their plan by logging into the “My Account” section of our website with their customer username and password. This site can be located at <a href="http://bordnet.com.au/login.php">http://bordnet.com.au/login.php</a> Plan changes are effective from the start of your next billing cycle if downgrading your plan, or within 2 business days if upgrading your plan.  |
| <b>BorderNET Contact Information</b>  |
| <b>Sales</b><br><b>Phone:</b> 1300 730 302 and choose option 1<br><b>email:</b> <a href="mailto:nbn@bordnet.com.au">nbn@bordnet.com.au</a><br><b>Opening Hours:</b> Monday to Friday 8:00am to 6:00pm AEST  |
| <b>Tech Support</b><br><b>Phone:</b> 1300 730 302 and choose option 2<br><b>email:</b> <a href="mailto:support@bordnet.com.au">support@bordnet.com.au</a><br><b>Opening Hours:</b> Monday to Friday 8:00am to 6:00pm AEST   |
| <b>Accounts</b><br><b>Phone:</b> 1300 730 302 and choose option 3<br><b>email:</b> <a href="mailto:accounts@bordnet.com.au">accounts@bordnet.com.au</a><br><b>Opening Hours:</b> Monday to Friday 8:00am to 6:00pm AEST   |
| <b>Complaints and Dispute resolution Process</b>  |
| Customers with disputes should refer to <a href="http://bordnet.com.au/terms-conditions/">http://bordnet.com.au/terms-conditions/</a><br>Customers can contact the customer care manager for complaints at <a href="mailto:care@bordnet.com.au">care@bordnet.com.au</a>   |
| <b>TIO Contact Details</b>  |
| A full list of TIO contacts can be found at <a href="http://www.tio.com.au/about-us/contact-us">http://www.tio.com.au/about-us/contact-us</a>   |