

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 Unlimited 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 no data limit.

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

There is a 30 day minimum term for this plan.

Maximum Term

There is a 24 month maximum term for this plan.

What's Included

Unlimited amount of data where 1 GB (Gigabyte) = 1,000,000 Bytes
You can use your monthly usage allowance at any time (day or night).

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.

Service speeds are provisioned at ~100 kbps. 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

INFORMATION ABOUT PRICING
Minimum Monthly Charge
The BN Fixed Unlimited plan minimum monthly charges is \$110.00
Maximum Monthly Charge
The BN Fixed Unlimited plan is \$2640.00 plus any prorata charges based on part months used due to install timeframes
Maximum Early Termination Charge
We have 3 contract options Early termination on 0 month contracts have no early termination charges Early termination on 12 month contracts are charged at \$99.00 Early Termination on 24 month contracts are charged at \$99.00
Minimum Price Over the Term of the Contract
The BN Fixed Unlimited plan minimum price is \$209.00 on no contract term The BN Fixed Unlimited plan minimum price is \$1369.00 on 12 month contract term The BN Fixed Unlimited plan minimum price is \$2640.00 on 24 month contract term
Cost of 1GB of data in Australia
1 GB of data in Australia under the BN Fixed Unlimited plan is not applicable due to the unlimited amount of data available.
Other Information
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 http://bordnet.com.au/login.php Plan changes are effective from the 1 st of the next calendar month.
BorderNET Contact Information
Sales Phone: 1300 730 302 and choose option 1 email: nbn@bordnet.com.au Opening Hours: Monday to Friday 8:00am to 6:00pm AEST
Tech Support Phone: 1300 730 302 and choose option 2 email: support@bordnet.com.au Opening Hours: Monday to Friday 8:00am to 6:00pm AEST
Accounts Phone: 1300 730 302 and choose option 3 email: accounts@bordnet.com.au Opening Hours: Monday to Friday 8:00am to 6:00pm AEST
Complaints and Dispute resolution Process
Customers with disputes should refer to http://bordnet.com.au/terms-conditions.php Customers can contact the customer care manager for complaints at care@bordnet.com.au
TIO Contact Details
A full list of TIO contacts can be found at http://www.tio.com.au/about-us/contact-us