

CRITICAL INFORMATION SUMMARY

	PLUS 100/20	FAST 250/20	SUPERFAST 400/40
MONTHLY ACCESS FEE	\$79	\$89	\$99
PROMO Discount - First 6 Months*	-\$10	-\$10	-\$10
NBN Technology	FW	FW	FW
Included Data **	Unlimited	Unlimited	Unlimited
MAX Download (Mbps)	75-100	200-250	300-400
MAX Upload (Mbps)	10-20	10-20	10-40
Minimum Term	1 Month	1 Month	1 Month

* Subject to Promo Discount terms and conditions.

** Subject to EziBroadband's Acceptable Use Policy.

INFORMATION ABOUT THE SERVICE

SERVICE DESCRIPTION

EziBroadband Wireless NBN provides asymmetrical high speed internet access via the NBN Fixed Wireless Network.

SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will need to install an antenna on your premises with internal wall cabling and a device inside your premises next to a suitable 240V AC power outlet. The provision of the 240V AC power outlet is at your cost and responsibility. NBN Co may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. Also, if you choose to install a second service at the same premises, you will be charged \$300.

IMPORTANT CONDITIONS REGARDING SPEED

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). In addition, the actual speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Consequently, 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 achieve please contact us as soon as possible to discuss any available solutions or alternatives.

SERVICE AVAILABILITY

The service is subject to NBN availability at your premises. To check availability please contact our Customer Care Team on 132 934 or visit our website.

CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required.

EQUIPMENT REQUIREMENT

You will require a suitable NBN compatible modem/router for the service to work. If required, we can supply you with the required modem/router at an additional cost. Please note that **your modem/router and internal cabling must be capable of transmitting data at your selected NBN speed in order to take full advantage of the service.**

INFORMATION ABOUT THE PRICING

MINIMUM TERM, SET UP FEES and MINIMUM TOTAL COST

Minimum Term - One (1) Month. Set-Up Fee - \$0. Minimum total cost: \$69.

CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period.

PROMO DISCOUNT OFFER - First 6 Months TERMS and CONDITIONS

1. The Promo Discount Offer (Offer) is only available to new customers and is subject to the terms and conditions outlined below, our Customer Terms, and any applicable Policies.
2. The Offer is valid from 18 February 2026 until withdrawn by EziBroadband at any time without notice.
3. The Offer provides new EziBroadband customers with a \$10 discount off the Standard Monthly Access Fee of an eligible EziBroadband nbn® plan for 6 months.
4. The Offer is only available to new EziBroadband nbn® customers that are connecting a new EziBroadband nbn® service for the first time. The 6 months is a promotional period and commences from the day your eligible EziBroadband nbn® service is activated. After the promotional period the cost of your plan will revert to then current Standard Monthly Access Fee.
5. This Offer is only available to new customers who are connecting to an EziBroadband nbn® service for the first time. It is not available to customers with an existing EziBroadband nbn® service or who have previously had an EziBroadband nbn® service. The Offer is only available once per customer and per premises.
6. Should you relocate premises within the first 6 months, the Offer is transferable to your new address for the remaining portion of the Offer period on the condition that you connect to an eligible EziBroadband nbn® plan at the new premises.
7. The Offer is transferrable between eligible EziBroadband nbn® plans when upgrading or downgrading plans with the balance of the promotional period transferred to the new eligible EziBroadband nbn® plan.
8. The Offer is non-transferrable between parties; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.

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OTHER INFORMATION

BILLING

All pricing is **inclusive of GST**. We will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5.

PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card only.

FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. This information is a summary only. For full details of the Customer Terms, applicable Service Schedules and Company Policies, please visit www.ezibroadband.com.au/policies-legal

CONTACT US

EziBroadband is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please call **132 394**. If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit www.ezibroadband.com.au/compliments-and-complaints

If you are still not satisfied with the steps taken by us to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with EziBroadband and is an option of last resort. You can contact the TIO by visiting www.tio.com.au or by calling 1800 062 058.