

Information about the Service

NBN Wireless is a broadband service delivered by radio communications via NBN Wireless towers that transmit a signal directly to a small outdoor antenna installed on your home.

Requirements and Availability

Available to customers in National Broadband Network Fixed Wireless broadband service areas only.

Minimum Term

Activ8me NBN Fixed Wireless plans are available on a 0 month term.

Equipment Requirements

You will require NBN Wireless equipment to access this service. The NBN Wireless equipment will be provided by the NBN and must be installed by an NBN technician.

Inclusions and Exclusion

Activ8me do not include a wireless router with our services. You may bring your own NBN-ready router or purchase an NBN-ready wireless router from Activ8me. Activ8me supplied equipment are entitled to full technical support and a 12-month equipment warranty. A \$15 delivery charge applies to equipment delivery.

Information about Pricing

Connection Fees

0 Month Term

\$99.00

Internet Data Plan Pricing

The maximum monthly plan charges for Activ8me NBN Wireless Broadband plans are outlined below.

Plan	Max Cost per month	Total Min Cost (0 Month Contract)	Included Data & Price per GB Data
Activ8me 250GB	\$69.95	\$168.95	250GB, \$0.28 per GB

Tier Pack Pricing

SuperSonic

Included

This tier is Good for large downloaders

Tiers

Tiers listed are NBN potential network maximum tiers. Activ8me dimensions its network so that there is sufficient capacity to support the quoted tiers. However, actual tiers to individual premises may still vary. Tiers can be affected by the volume of traffic on the general Internet, the number of users online at your house, your equipment, software, and the source of your download.

Congested NBN Fixed Wireless Towers

Some NBN Fixed Wireless towers have been identified by NBN as congested (over capacity) and the tiers delivered in peak periods (6pm – 11pm) are below what is advertised by Activ8me. Tiers available to your address can only be determined once your service is activated. The Activ8me Sales Team will be able to advise if an address is affected by NBN infrastructure congestion. They can be contacted on 13 22 88.

Early Termination Charge

0 Month Term

\$0.00

Other Information

Usage Information

A record of your account usage can be viewed by logging into the 'My Account' section of the Activ8me website at www.activ8me.net.au. Usage information can take up to 24 hours to update. Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256kbps/256kbps for the remainder of your billing month. Internet usage must be for residential use only and may not be used for commercial purposes. Internet usage is subject to the Activ8me Acceptable Use Policy. Visit www.activ8me.net.au to view the policy document.

Installation

Installation is completed by NBN technicians. Standard installation of your NBN service is included. Additional charges will apply if your installation is non-standard. If you are not the owner of the property where the service is to be installed, you must obtain the owner's consent to the installation of the service, including where the equipment is installed in your home.

Customer Service

Sales

Call 13 22 88
sales@activ8.net.au

Technical Support

Call 13 22 88
support@activ8.net.au

Complaints Handling

The Activ8me Complaints Handling policy is available on our website www.activ8me.net.au. A complaint can be lodged via Phone: 1300 760 219, Email: complaints@activ8.net.au, Fax: 03 9456 9753 or Post: Activ8me Customer Care Centre, Level 2, Building 2, 13A Albert Street, Preston VIC 3072.

Telecommunications Industry Ombudsman

If you're unhappy with the outcome of your complaint after you have followed the above complaint procedure, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.

This is a summary only the full terms and conditions for this plan are available at www.activ8me.net.au.