

# Critical Information Summary

## NBN Wireless - 250GB Plus (12 month term)



### Information about the Service

NBN Fixed Wireless is a broadband internet service delivered via National Broadband Network using Fixed Wireless technology

### Plan Description

Activ8me 250GB Plus

### Included Data

250GB

### Inclusions

No excess usage, five email addresses and Australian-based phone support

### Minimum Monthly Charge

The minimum monthly charge is \$64.95

### Maximum Monthly Charge

The maximum monthly charge is \$64.95

### Minimum term length

The minimum term is 12 Months

If you request termination early, we will process your request in 30 days and apply the early termination charge

### Maximum Charge payable for early termination

\$250.00

This amount is charged regardless of when the cancelation occurs during the minimum term

### Other Information

#### Connection Fees

\$49.95

#### NBN New Development Fee

A once off \$300 NBN New Development Fee is charged if your premise is identified by NBN as being within a new development area without any NBN equipment installed.

#### Bundling

The offer does not depend on bundling with other services.

#### Mandatory Components

There are no mandatory components.

#### Requirements and Availability

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

For more details please visit our website at <https://www.activ8me.net.au/nbnrollout>

#### NBN Equipment Requirements

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

#### Exclusion

Activ8me do not include a router as part of this service. You may bring your own NBN-ready router or separately purchase an NBN ready wireless router from Activ8me. Activ8me supplied equipment is entitled to full technical support and a 12-month equipment warranty. A \$15 delivery charge applies to equipment delivery.

#### NBN Fixed Wireless Congestion

There are NBN Fixed Wireless regions that are experiencing service congestion due to limitations of NBN infrastructure. This congestion may significantly affect the performance of Fixed Wireless services during peak usage times (7pm-11pm).

## 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.

## 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](http://www.activ8me.net.au). Usage information can take up to 24 hours to update.

Data Usage is counted in both directions, so if you download 15 GB and upload 5 GB, that counts as 20 GB of Data Usage. Once your monthly internet data limit is reached, your connection speed will slow to a maximum of 256/256kbps for the remainder of your billing month.

Rate limiting affects all network traffic. The application and removal of rate limiting does not occur immediately and may take over an hour to be actioned by our systems. Data Allowances are reset at the start of each billing period. Unused data is not carried over to the next billing period.

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](http://www.activ8me.net.au) to view the policy document.

## Customer Service

| Sales   | Technical Support   |
|---|---|
| Call 13 22 88<br><a href="mailto:sales@activ8.net.au">sales@activ8.net.au</a> | Call 13 22 88<br><a href="mailto:support@activ8.net.au">support@activ8.net.au</a> |

## Complaints Handling

The Activ8me Complaints Handling policy is available on our website [www.activ8me.net.au](http://www.activ8me.net.au). A complaint can be lodged via Phone: 1300 760 219, Email: [complaints@activ8.net.au](mailto: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](http://www.activ8me.net.au).**