Critical Information Summary

UNWYRED ISP RESIDENTIAL NBN

UNWYRED ISP

Information about the service
The nbn® network is a high-performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. This service is only available within an nbn® Fixed Line service area. Unless your premises is already connected, you will need to be connected to the nbn® network. The service comes with Unlimited data and access to our technical support service via phone, email and customer portal support ticket. Necessary on-site service is included at our discretion but limited to maintenance and repair of our equipment.

Requirements and availability
nbn® fixed line services are available to addresses that have been confirmed as ready for service by nbn co, and which are designated as in nbn® fixed line service delivery areas. The technologies that are used to deliver these services are: FTTN, FTTP, FTTC, FTTB, HFC. You can check your address by contacting us at support@unwyred.com.au.

Bundling and hardware
This service does not depend on a bundling arrangement with any other Telecommunications services. A router is required but not supplied by us unless you opt to purchase one at an additional cost. Alternatively, you may purchase a wireless router from another retailer of your choice. You retain ownership of the router if we supply it.

Need help selecting a plan?					
Household	1 - 3 users	1 - 4 users	1 - 9+ users	1 - 9+ users	1 - 9+ users
Typical usage	browsing, emails, gaming, some streaming (e.g. Netflix), some downloads	Web browsing, emails, gaming, some streaming (e.g. Netflix),lots of uploands and some downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads	Web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads	Intensive/ simultaneous use such as web browsing, emails, gaming, lots of streaming (e.g. Netflix), lots of uploads and downloads
Recommended speed tier	25/10 Mbps	50/20 Mbps	500/50 Mbps	750/50 Mbps Requires FTTP	1000/100 Mbps Requires FTTP

Installation
Your address will need to have been made ready for activation by nbn co, and this may require the installation of equipment at your address. We will advise you at the time of sign-up, and if the property is in a ready-for-service area but has not been made ready for activation, we will arrange this as part of your order.

Setup fee
nbn® fixed line services have $0 activation (New Development Fee may apply, see below). New and returning customers are required to pay the first monthly charge and any applicable setup and hardware costs up-front. If activation of the service is unsuccessful for any reason, upfront charges may be refundable after you return the provided modem/router. $0 activation excludes any applicable “Special Linkage Charges” required to connect your service. For example: Lead-in cabling, in-building cabling, non-standard installations, nbn® new development fee.

nbn co new development fee
This is a $300 fee charged by nbn® for the first-ever installation at an address. If this applies to your connection, you will be notified by us and will need to pay the fee to us as part of your up-front payment.

Minimum term
1 month. You can upgrade your plan at any time, or downgrade on the first day of the billing cycle.

Termination fee
You must provide us notification of your intention to cancel your service. Charges will apply up to the final day the service is active. Terminations cannot be backdated.

Data allowance	Speed tier	Typical evening speed	Monthly charge	Upfront cost	Total minimum cost month of service
Unlimited	25/10 Mbps	22 Mbps	$69.00	$69.00	$69.00
Unlimited	50/20 Mbps	44 Mbps	$89.95	$89.95	$89.95
Unlimited	500/50 Mbps	500 Mbps	$98.00	$98.00	$98.00
Unlimited	750/50 Mbps	750 Mbps	$107.00	$107.00	$107.00
Unlimited	1000/100 Mbps	890 Mbps	$119.00	$119.00	$119.00

Self installation
Activation does not include connecting the router at the premises, and you will need to plug it in yourself. Our technical support team are available to assist via phone, email or support ticket.

Fee for service
A fee for service may be charged for any works conducted by us or third party access providers to resolve a service fault where the fault is not found to be on our or our third party access provider's networks. This fee for service is variable and the details of the possible fee(s) will be disclosed to you prior to the works commencing or the booking of an appointment. The fee for service is subject to your approval before proceeding. If you withhold acceptance of a fee for service, it is possible that a service fault may not be able to be resolved by us or third party providers.

Connection speed
We quote two speeds for our services: Theoretical Maximum Speed and Typical Evening Speed.
Theoretical Maximum Speed is the highest speed the service could theoretically achieve in ideal conditions.
Typical Evening Speed, also called Typical Peak Speed is the typical speed achieved by customers subscribed to this service at peak times (7pm 11pm Mon-Fri).
These speeds should be considered estimates. Actual speeds that you experience may be lower and could vary due to several factors including your hardware and software configuration, type and source of content being accessed (e.g. P2P games, website, download sources), number of other users on the network and performance of third-party interconnecting infrastructure that are not operated by Unwyred. Speeds may be slower when devices are connected by WiFi.

Residential grade service
Our services are a residential grade service and do not include business priority support and service. If you require a business grade service, please contact us at support@unwyred.com.au

Priority assistance
Priority Assistance is a service for households that include someone who has a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully operational telephone service. We cannot offer priority assistance on our service or on telephony services that utilise our service. If Priority Assistance is required, you should apply through a provider who can offer this service such as Telstra.

Changing plan
Please contact the team at support@unwyred.com.au to change your plan. Once your plan change has taken effect, any adjustments to charges will be reflected in the first invoice issued after the plan change. Plan downgrades will only take effect at the start of the next billing cycle.
An upgrade is a change to any plan with a higher monthly service cost, regardless of inclusions.
A downgrade is a change to any plan with a lower monthly service cost, regardless of inclusions.

Acceptable Use Policy
You must comply with our Acceptable Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Acceptable Use Policy, including suspending or cancelling your service.

Customer service
Please visit unwyred.com.au if you have any questions about this offer. If you need to talk to our technical support about our services or your connection you can contact us at support@unwyred.com.au . Our opening hours are: Weekdays 9am-5.30pm and weekends closed (AEST/AEDT).

Complaints or disputes
If you have a problem or complaint about your service, visit Our Support Centre If you have a problem please contact us at support@unwyred.com.au

Further assistance
If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit the TIO Website.

Discounts and promotions
This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Terms of service
This document is a summary of critical information relating to the service.

Customer service contact details
You can contact our customer service team: You can contact our customer service team at support@unwyred.com.au
For more information on Broadband, visit https://www.commsalliance.com.au/BEP.
All prices quoted include GST