



## Critical Information Summary

TelTel Pty Ltd | ABN: 57 643 045 630

### TelTel NBN Fixed Wireless Services

#### Information about the service

TelTel NBN services provide Internet access to the customer's premises wherever access to the nbn® network is available, utilising FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technologies. The minimum contract term is 1 month. The monthly plan fees provide Internet access to the customers premises via the nbn® network.

These plans are for a Fixed Wireless nbn® service for use within Australia, within the fixed wireless service footprint.

Is the offer part of a bundle?

No

Is the customer required to buy any goods as part of the offer?

Optional (See below)

	Fixed Wireless Standard	Fixed Wireless Plus
Maximum Speed*	25 Mbps Download / 5 Mbps Upload	100 Mbps Download / 20 Mbps Upload
Typical Evening Speed (7-11PM)	23 Mbps Download / 3 Mbps Upload	37 Mbps Download / 4 Mbps Upload
Monthly Usage Quota	Unlimited	
nbn Service Monthly Fee	\$79.00	\$89.00
Static IP	Optional	Optional
Total Minimum Cost (1 month)	\$79.00	\$89.00

\* The maximum speed is the highest the service can achieve, but these speeds can be affected by a range of factors which include distance from the tower, cell congestion, tower backhaul congestion and line of sight between your premises and the tower. Additionally, download and upload speeds may be lower for a variety of reasons including local networking, hardware, software, the number of concurrent users accessing the service and third-party infrastructure not monitored or maintained by TelTel.

#### What Is Not Included:

This plan does not include an NBN-compatible router that is required in order to make use of the service.

#### Mandatory Components and Conditions

An nbn® compatible modem/router is required in order to use the service. You can opt to purchase a modem/router from our online shop or bring your existing PPPoE compatible device. The hardware required depends on the nbn® technology type at each individual location. You must ensure the hardware purchased is appropriate and adequate for the intended purpose. nbn® will install, where one is not already present, an antenna on your premises, in-wall cabling and a network device within your premises next to a power point. Note that a person over 18 must be present for this appointment.

## Early Termination Charges

There are no early termination charges applicable.

## Additional Charges

Where a plan does not include a static IP, an optional static IP bolt-on is available at an additional cost through the My Account Portal. If a non-standard installation is required, the costs quoted by nbn co will apply. If it is the first internet connection at a new development site, a \$300 new developments charge will apply. For a full list of additional charges, refer to

<https://telcel.com.au/nbn-additional-charges/>

## Other Information

### Fair Use Terms

nbn® services are subject to fair use. Fair use of the TelTel nbn® service means that you must not use the service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the TelTel or carrier network. We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

### Data Usage and Billing information

Up to date usage and billing information can be viewed within the TelTel portal at any time. The My Account portal can be found at: <https://voipportal.com.au> All prices include GST. TelTel do not charge any additional surcharge for payments via Credit Card. Automatic payment schedules may change based on the billing type of your account. Contact TelTel if further information is required.

### Customer Service Contact Details:

Phone: 1300 070 335

Email: [support@telcel.com.au](mailto:support@telcel.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our [complaints handling policy](#).

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.

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