

made4u. powered by connection.

## critical information summary - residential Fixed wireless nbn plans

### Service to be provided

The below services are only available within an nbn Fixed Wireless coverage area. This summary may not reflect any discounts or promotions that may apply from time to time.

Plan name	Service tier	Data allowance	Monthly charge	Total minimum cost (1 month)
Fast	250/20Mbps	Unlimited	\$85.00	\$85.00
Superfast	400/40Mbps	Unlimited	\$95.00	\$95.00

### Service description

Your service is delivered through the NBN Fixed Wireless network with speeds ranging between 100/20 Mbps and 400/40 Mbps depending on the chosen plan (see table above).

additional cost.

- All plans are subject to our acceptable use policy. You must not use your service in an unreasonable manner that will detrimentally affect our network.

### The minimum term

1 month. You can upgrade your plan at any time.

### Service speeds

- Plan speeds are the maximum attainable and we provide no guarantee that these speeds will be achieved consistently. Average typical evening speeds data is currently not available.
- Service speeds can vary due to factors such as the type of technology available with your service, network capacity as well as local factors such as the performance of your hardware such as your router, fibre network or any interferences (such as large appliances or concrete walls).
- Many home routers and Wi-Fi networks will hold up your connection to the internet, especially with our faster plans. Our customer support team can help with exploring the best Wi-Fi setup for your household.
- You may upgrade or downgrade your plan by requesting a change to your plan before the end of the current billing period. Any new plan will begin at the commencement of the next month. The plan can be changed to any compatible plan with no

### Installation and set-up fees

Standard installation is included at no additional cost with all new NBN plans. Non-standard installations may incur additional fees. You will need an NBN-compatible modem/router to use this service. You can bring your own (BYO) or purchase one from us.

### New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon sign-up if this fee may apply.

An NTD with a multi-port NTD at the same premise. We will inform you upon sign-up if this fee may apply.

### Termination charges

We require 30 days written notice to cancel your plan.

### Service availability

NBN service availability depends on whether the NBN has been rolled out to your premises. To check

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availability, you can use the NBN Co's rollout map at

<https://www.nbnco.com.au/learn/rollout-map>.

Alternatively, please visit our website or contact our customer service team for assistance in determining service availability at your location.

### Activation cost

Depending on your contract length there may be a hardware and activation fee for your service as set out in the table above.

### Fee For Service

A Fee for Service may be charged for any works conducted by yless4u or our third party access providers to resolve a service fault where the fault is not found to be on yless4u or its 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. They are subject to your approval before proceeding. If you refuse to agree to accept a Fee for Service, it is possible that we may not be able to resolve your fault.

### Invoicing options

We accept credit card payments: Visa and Mastercard and non-automated payments (bank deposit, EFT, cheque, money order). Every failed payment incurs a charge of \$4.40 on your next bill. If you wish to avoid fees and charges, please select the BPAY option.

### Pro-rata billing

If you connect to your plan partway through a month then your monthly bill, as well as any allowances, will be calculated based on the number of days remaining in that month.

### 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.

### 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.

### Failure to connect

If you have signed up for a yless4u Internet service but then decide not to proceed with the order, then we may be required to pass on the reasonable costs incurred while pursuing your order.

### Customer complaints and information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint. You can contact our complaint resolution team at [resolutions@yless4u.com.au](mailto:resolutions@yless4u.com.au) or call 02 6230 3699. If we can't resolve your complaint to your satisfaction, you can contact Telecommunications Industry Ombudsman at 1800 062 058. For full contact information visit [www.tio.com.au](http://www.tio.com.au). This is a summary only - the full legal terms for services are available at [www.yless4u.com.au](http://www.yless4u.com.au)

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