



# CRITICAL INFORMATION SUMMARY

## NBN Fibre & Fixed Wireless

### Information about the Service

The NBN service is a broadband internet service which uses the NBN Fibre (FTTP, FTTB or FTTN) Network or NBN Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

### Required Services & Availability:

The NBN service is only available within an NBN ready service area. NBN availability can be checked using the NBNCo coverage checker at:

<http://www.nbnco.com.au/connect-home-or-business/check-your-address.html>

You will require an NBN ready modem, with support for all types of NBN services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or use a phone service through the NBN data (Uni-D) port.

Highway can provide you with a phone service (using your old phone number or a new one) or you can acquire a service from any other service provider.

### Battery Backup and Power Outages:

NBN Fibre services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on NBN FTTP. In order for your service to work in a power outage please be aware that:

- You must have an active BBU installed.
- Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).
- Your phone service will only work if a corded telephone is plugged into the NTD. A cordless handset will not work.
- During a power outage, the battery will provide power for a limited period of time, on average 5hrs, depending on how full or depleted the battery charge is.

### DOWNLOAD NBN INFO SHEETS & EQUIPMENT USER GUIDES

- **Preparing for NBN Fibre** : [http://hwy.com.au/NBN/NBNCo\\_Preparing\\_for\\_Fibre.pdf](http://hwy.com.au/NBN/NBNCo_Preparing_for_Fibre.pdf)
- **Preparing for NBN Fixed Wireless**: [http://hwy.com.au/NBN/NBNco\\_Preparing\\_for\\_Fixed\\_Wireless.pdf](http://hwy.com.au/NBN/NBNco_Preparing_for_Fixed_Wireless.pdf)
- **User Guide - NBN Fibre**: <http://hwy.com.au/NBN/UserGuide-fibre.pdf>
- **User Guide - NBN Fixed Wireless**: <http://hwy.com.au/NBN/UserGuide-fixed-wireless.pdf>



## Information about the Pricing

### Monthly cost:

Plan	Monthly Included Data	Minimum Monthly Charge	Total Min Cost* (Monthly contract)	Unit Price 1Gb (1000Mb)
<b>NBN12/1-50Gb</b>	50Gb	\$52.80	\$52.80	\$1.05
<b>NBN12/1-100Gb</b>	100Gb	\$64.90	\$64.90	\$0.64
<b>NBN12/1-600Gb</b>	600Gb	\$74.80	\$74.80	\$0.12
<b>NBN12/1-1000Gb</b>	1000Gb	\$82.50	\$82.50	\$0.08
<b>NBN25/5-50Gb</b>	50Gb	\$68.20	\$68.20	\$1.36
<b>NBN25/5-100Gb</b>	100Gb	\$74.80	\$74.80	\$0.74
<b>NBN25/5-600Gb</b>	600Gb	\$85.80	\$85.80	\$0.14
<b>NBN25/5-1000Gb</b>	1000Gb	\$91.30	\$91.30	\$0.09
<b>NBN50/20-50Gb</b>	50Gb	\$77.00	\$77.00	\$1.54
<b>NBN50/20-100Gb</b>	100Gb	\$85.80	\$85.80	\$0.85
<b>NBN50/20-600Gb</b>	600Gb	\$95.70	\$95.70	\$0.15
<b>NBN50/20-1000Gb</b>	1000Gb	\$99.00	\$99.00	\$0.09
<b>NBN100/40-50Gb</b>	50Gb	\$82.00	\$82.00	\$1.64
<b>NBN100/40-100Gb</b>	100Gb	\$92.00	\$92.00	\$0.92
<b>NBN100/40-600Gb</b>	600Gb	\$95.00	\$95.00	\$0.15
<b>NBN100/40-1000Gb</b>	1000Gb	\$107.00	\$107.00	\$0.10

\* The total minimum cost is on a 1 month contract.

### Setup fees:

FREE

Transfers/churns from another ISP to Highway are \$44.

### Early Termination:

No termination fees apply however 30 days notice is required



## **Billing:**

All our NBN plans are paid by the calendar month. As a result, your first bill will be pro rata; ie. you will be charged from the day your service was activated until the end of that calendar month, as well as the minimum monthly charge in advance for the next billing cycle. Activation fees (if applicable) and service charges commence once your NBN Connection Box is working.

## **Other Information**

### **Faults:**

To report a fault on any of the services you hold with Highway Internet, your first and only point of contact is the **Hwy Support Desk on 02 6372 3645**. Please do not contact Telstra directly otherwise they are likely to charge a \$99 fee for Incorrect Call to Telstra Helpdesk.

### **Usage Information:**

Customers can obtain information on their Broadband usage by contacting our office.

### **Customer Service Contact Details:**

You can contact Highway Internet for Technical Support and all Account enquiries via:

Phone: 02 6372 3645

Email: [admin@hwy.com.au](mailto:admin@hwy.com.au)

See [www.hwy.com.au](http://www.hwy.com.au) for more details.

### **Complaints Handling:**

If you have a dispute with Highway and wish to make a complaint, please contact us in writing by emailing [admin@hwy.com.au](mailto:admin@hwy.com.au) or calling 02 6372 3645. You can view our complaints policy at <http://hwy.com.au/policies/complaints.htm>

### **Further Options:**

If you are not satisfied with our handling of your complaint and all attempts to resolve the issue, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au](http://www.tio.com.au)

*Information is current as of 1/7/2014 and is subject to change without notice. All prices quoted inclusive of GST.*