

## Critical Information Summary – nbn® broadband (Residential lower tier plans)

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises. This summary may not reflect any discounts or promotions which may apply from time to time. This document is a summary only. The full legal terms for this plan are available at [www.cwnet.com.au/tc](http://www.cwnet.com.au/tc)

### Pricing Information – all prices are inclusive of GST

| PLAN NAME                                    | Basic 12/1 | Basic Plus 25/10 | Value 50/20 |
|--|------------|------------------|-------------|
| Unlimited Minimum/ Maximum Monthly Charge    | \$60.00    | \$62.00          | \$90.00     |
| Typical Evening Download Speeds (7pm - 11pm) | 11Mbps     | 24Mbps           | 49Mbps      |
| Typical Evening Upload Speeds (7pm - 11pm)   | 0.87Mbps   | 8Mbps            | 17Mbps      |
| Minimum Term                                 | 1 Month    | 1 Month          | 1 Month     |

ALL PLANS HAVE UNLIMITED DATA

### Information about the service

#### What is the service?

CWNet's nbn® broadband service uses nbn® infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

#### Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

#### What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready router capable of higher speeds for the 1000 plan (see "Equipment fees" on next page.)
- FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

*Important note for FTTN and FTTC customers:*

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled.
- If you have more than one phone line into your property, you can opt for nbn® on one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that

this second line will be shut down in 18 months from the time nbn® went live in your area.

#### Speeds

The actual speed of your internet service is dependent on several factors including:

- The type of NBN technology available
- Customer premise equipment such as your modem/router
- Internal cabling
- Network congestion
- Speed plan chosen

#### What is included?

Features of this service include:

- Australian-based phone support
- Unlimited data on all plans

#### Bundling

Bundling is not compulsory. You can opt to bundle a VoIP home phone service or any of our bolt-on features like a Static IP or VoIP Service.

#### Information about pricing

##### Exit fee

There is no exit fee if you provide min 5 days notice of cancellation prior to your next billing date, if you notify us within 5 days of your next billing date there may be a cancellation fee of up to the minimum monthly cost of your service.

### Excess usage

There are no excess usage charges.

### Set-up fee

There is no set-up fee for this service that is charged by CWNet. There may be setup fees charged by The nbn® if your home is not NBN ready.

You may elect to have one of our technicians complete the installation of your modem and setup your Wi-Fi, there is a service fee of \$99.00 payable for this installation.

### Equipment fees

You don't have to purchase an NBN-ready modem/router from CWNet, but we can provide one if you prefer: modem/router cost starts from \$99 plus postage. Higher speed capable routers start from \$240. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post.

### 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 a 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 signup if this fee may apply.

### Other possible charges

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.

- You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan Downgrades.

### Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

### Call and usage information

You can check your usage via emailing [accoutns@cwnet.com.au](mailto:accoutns@cwnet.com.au)

### Billing

You are billed in advance according to your monthly billing cycle. This cycle typically falls on the date of your installation. Payment is made by automatic deduction from a Credit Card or Debit Card. To pay by another means please speak to our customer service team for options.

Any "non-standard installation fee" or wireless equipment fee is payable on the first invoice unless otherwise agreed. Any service callout fees throughout your service period will be payable in the next monthly invoice due.

### Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at [www.cwnet.com.au/policies](http://www.cwnet.com.au/policies)

Please see our credit management policy for more details <https://www.cwnet.com.au/sitepad-data/uploads/2025/08/Credit-Management-Policy.pdf>

### Customer Service Contact Details

We have an all Australian-based team who can help you with any technical support, account or sales questions. You can contact CWNet customer service for Support and Billing via the following methods –

- Phone 0429 659 220
- SMS (24Hrs and we will get to your ASAP)
- Email – [accounts@cwnet.com.au](mailto:accounts@cwnet.com.au) or [info@cwnet.com.au](mailto:info@cwnet.com.au)
- The contact us form on our website: [www.cwnet.com.au/contact](http://www.cwnet.com.au/contact)

Please note that CWNet team are available from 9am-5pm Monday to Friday and 10am – 3pm Saturday.

### Dispute Resolution Process

If you are unhappy with the outcome of your customer service request and wish to take any matter further, please follow the process outlined here; <https://www.cwnet.com.au/complaints/>

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, 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/making-a-complaint](http://www.tio.com.au/making-a-complaint)

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*For full terms and conditions please see our policy documents located at [www.cwnet.com.au/policies](http://www.cwnet.com.au/policies) or phone 0429 659 220 for more information*