

WTCO – Critical Information Summary (CIS): NBN Fixed Wireless Plans

WTCO – ABN 53 162 132 827 | wtco.com.au | 1300 765 985

Information about the service

These plans use the NBN Fixed Wireless network. They include unlimited data and a static IP address.

NBN Fixed Wireless Plans Overview

The NBN Fixed Wireless plans are delivered through the NBN Fixed Wireless network, providing a reliable internet connection to eligible locations. Each plan features unlimited data, allowing users to browse, stream, and download without worrying about data caps or overage charges. In addition, every plan comes with a static IP address, offering enhanced connectivity for activities that benefit from a consistent and unchanging IP, such as remote access or hosting services.

This service is not conditional on any bundling arrangements, but we do provide other services which you may wish to bundle with this service to receive a discount. Please contact us for further information.

- Minimum term: Month-to-month (no lock-in)
- What's included: Unlimited data, Static IP, Australian-based support
- What's not included: Router/modem (bring your own or purchase separately)

Information about pricing

Setup & other fees

- WTCO setup fees: \$0 (standard)
- New Development Charge (nbn®): \$300 if applicable
- Optional NTD upgrade/second line: up to \$297 each (if requested)

Billing

- Billing period: Monthly in advance; pro-rata in the first month
- Payment methods: Standard WTCO payment options; late fees may apply

Other Information

Key Facts

Typical busy period (7–11pm) download speeds for each plan are published on our website and updated regularly.

Fixed Wireless NBN plans are suitable for email, web browsing, video calls, cloud apps and streaming. Speeds may be affected by your technology type, in-premises wiring, modem/router quality, Wi-Fi interference, and number of users. NBN services do not operate during a power failure unless battery backup is installed.

Usage monitoring: Log in to your WTCO account at <https://www.wtco.com.au/account/> or call us on 1300 765 985 to check usage and invoices.

- Relocation/moves: Additional fees may apply depending on nbn® works required

Speed information

Listed speeds are the maximum access line speeds for each tier. Actual speeds vary due to access technology, network congestion, equipment and setup, and the number of users. A version 4 antenna is required for 400/40 speed plans.

Customer Service & Complaints

Information to Ask

- What WTCO will do if your connection cannot deliver the advertised speed.
- Whether your medical alarms, security alarms or other monitored devices are compatible with the NBN (check with your alarm provider).
- **Support & Faults:** 1300 765 985 (Mon–Fri 8am–8pm; Sat–Sun & Public Holidays 9am–5pm)

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact. If you wish to contact the Telecommunications Industry Ombudsman (TIO), you can do so as follows: Phone: **1800 062 058** | Fax: **1800 630 614** | Online: <http://www.tio.com.au/making-a-complaint>

WTCO Fixed Wireless Plans

Plan Name	Speed (Down/Up)	Data	Contract	Price (inc. GST)	Notes
Fixed Wireless Plus	100/20 Mbps	Unlimited	Month-to-month	\$93	Static IP included
Fixed Wireless Super	250/20 Mbps	Unlimited	Month-to-month	\$95	May require antenna/NTD upgrade
Fixed Wireless Ultra	400/40 Mbps	Unlimited	Month-to-month	\$119	May require antenna/NTD upgrade

This CIS is a summary only. Please contact WTCO for further information or visit our website www.wtco.com.au for full Terms and Conditions.