

WTCO – Critical Information Summary (CIS)

Residential Plans

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

Information about the service

Bundling

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.

WTCO NBN plans use the nbn® broadband network (TC-4) to deliver high-speed internet suitable for residential use. All plans include a static IP.

- 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)
- Availability: Serviceability subject to nbn®; FTTN performance depends on copper length/quality

Information about pricing

Plan Name	Speed (Down/Up)	Data	Contract	Price (inc. GST)	Notes
FTTN 100/20	100/20 Mbps	Unlimited	Month-to-month	\$95	Available on FTTN
FTTP 500/50	500/50 Mbps	Unlimited	Month-to-month	\$95	FTTP required
FTTP 750/50	750/50 Mbps	Unlimited	Month-to-month	\$125	FTTP required
FTTP 1000/100	1000/100 Mbps	Unlimited	Month-to-month	\$145	FTTP required
FTTP 2000/200	2000/200 Mbps	Unlimited	Month-to-month	\$200	FTTP required

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)

Early Termination & Changes

Early Termination & Changes

- Plan changes: you can change plans any time; charges are pro-rata for upgrades
- Early termination charges: \$0 (month-to-month). For services involving an FTTP upgrade, a 12-month connection applies. If cancelled early, an Early Termination Fee (ETF) of \$220 applies.

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.

Residential 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. FTTN performance depends on copper length/quality. Plans above 100/40 require FTTP. HyperFast 2000/500 requires FTTP and compatible high-performance equipment.

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>

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.