

Critical Information Summary

Home Wireless Broadband

Information About the Service

Home Wireless Broadband (HWBB) uses the Optus 4G Plus mobile network and a provided router to deliver an internet service. It is intended for use as a replacement for a fixed line service such as ADSL. The Home Wireless Broadband service uses the Optus 4G Plus network and is designed to be used in the home using the 2300 MHz frequency coverage to deliver the 12/1 Mbps speeds. For areas outside the 2300 MHz coverage area speeds of up to 5/1 Mbps are available. Actual speed will depend on a number of factors including tower congestion, location, local conditions, hardware, software and general internet traffic.

Service Requirements

Home Wireless Broadband services require the supplied Huawei B525 4G modem/router for the service to operate. The included SIM should not be removed and will not operate with any other hardware.

Service Availability

Please refer to

Minimum Term

We have 1 month and 24 month contract terms. Early termination fees apply.

Information About Pricing

Plan	Minimum Monthly Charge	Monthly Included Quota	Total Minimum Price (24 mth Contract)	Total Minimum Price (1 mth Contract)	Cost of 1GB Data within Monthly Quota	Excess per 1GB
Home Wireless 200 GB	\$59.95	200GB	\$1662.80	\$283.95	\$0.30	\$2.20

- Total Minimum Price (24 mth Contract) includes 24 month plan fee + \$199 Hardware purchase + \$25 setup and modem/SIM delivery.
- Total Minimum Price (1 mth Contract) includes 1 month plan fee + \$199 Hardware purchase + \$25 setup and modem/SIM delivery.
- A Modem/Router must be purchased as part of this subscription.
- Home Wireless Broadband does not include a static IP address.
- **Both upload and download data is counted.** If included data is exceeded, excess charges will apply. Usage data on Home Wireless Broadband services may be delayed up to 48 hours.

Early Termination and Plan Change Fees

Refer to [Fees Quick Reference Card](#) for full Early Termination fees.

Other Information

Usage Information

ZettaNet customers can view and track usage data by going to <https://myaccount.zetta.net.au>

Customer Service Contact Details

You can contact the ZettaNet customer support team for any service and account support by emailing support@zetta.net.au or calling 1300 139 550 between 8am and 6pm your local time Monday to Friday (excluding National public holidays).

Refer to our Contact page for full details - www.zetta.net.au/contact/

Dispute Resolution Process

At ZettaNet we aim to always provide a great customer experience by offering great services. We do understand that in some instances you may wish to express dissatisfaction with a product or service. In such case, please refer to our [Dispute Resolution Process](#).

Telecommunications Industry Ombudsman (TIO)

If you remain dissatisfied by the solution provided by ZettaNet using our Dispute Resolution Process you can escalate your case to the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on the following details:

Telephone: 1800 630 614

Online: www.tio.com.au/making-a-complaint