

Critical Information Summary: nbn[®] Wireless



Plans

Plan Name	Speed Tier	Monthly Included Data	nbn [®] Phone Call Inclusions	Monthly Charge	Total Min. Charge (no lock-in)
nbn [®] Wireless Bronze Unlimited	NBN12	Unlimited	Pay as you go	\$69.99	\$284.99
nbn [®] Wireless Silver Unlimited	NBN25	Unlimited	Pay as you go	\$74.99 [^]	\$289.99

Total Minimum Charge on a no lock-in contract if you purchase the iiNet Wi-Fi Max Modem (the 'Modem') is the \$200 modem fee, \$15 modem delivery fee plus one month of plan fees. If you stay connected for 24 months (Device Period), the Modem costs \$0. If you leave prior to 24 months, you will be charged a modem fee of \$200. Alternatively, if you return the Modem in Good Working Order within 21 days, we will waive the modem fee.

Total Minimum Charge on a no lock-in contract if you BYO modem is one month of plan rental.

About the Service

Internode nbn[®] Wireless is a broadband service available in areas served by the National Broadband Network Fixed-Wireless Broadband network.

With every nbn[®] plan we offer our nbn[®] Phone service at no additional cost, with great call rates and call inclusions depending on your plan of choice. For call rates see nbn[®] Phone Service [here](#).

Critical Information Summary for nbn[®] Phone can be found [here](#).

Included Features

There are a range of value-added features included with nbn[®] plans, with further details [here](#).

- nbn[®] Phone offered
- Unlimited data
- No excess quota usage charges

Minimum Term

No lock-in contract with \$0 activation fee.

Early Cancellation and Hardware Fees

There are no cancellation fees for no lock-in contracts. However, you may be required to pay for the Modem if you leave prior to 24 months (refer to Total Minimum Charge under the Plans table above). The modem fee is \$200. Alternatively, you may choose to return your Modem in Good Working Order within 21 days to avoid paying the modem fee.

'Good Working Order' means the returned modem is near new with only minor signs of wear and tear, and includes all original equipment.

Cancelling the nbn[®] service will also cancel any other Internode products that are only available with nbn[®]. Should those products have their own contract, you are liable for their associated break fees.

If your order is withdrawn after receiving the Modem we supplied to you, then you will need to return the Modem to us in Good Working Order within 21 days of cancellation/withdrawal. If you do not return the Modem, then you will be charged a Modem non-return fee of \$200.

Availability

This service is available in areas services by the nbn[®] Fixed Wireless network. You can check nbn[®] Wireless availability [here](#).

Non-standard installations may incur additional fees. An nbn[®] \$300 New Development Charge applies if your premises is identified by nbn[®] as being within the site boundary of a new development.

Required Equipment

You will require an nbn[®] compatible modem that is Wi-Fi enabled to connect with wireless devices. You may purchase the iiNet Wi-Fi Max Modem (the 'Modem') or bring your own compatible modem. For more information on compatible modems, see [here](#). If you purchase the Modem, you will be supplied with a new or remanufactured compatible modem. Title to the Modem passes to you when we receive payment in full, or upon expiry of the Device Period. If you choose to return the Modem in return for a waiver of the modem fee, title to the Modem remains with iiNet.

To be provided a working nbn[®] Phone service you need a standard phone handset (approved for use in Australia) and you must purchase the Modem. If you are an existing customer you may be able to use your existing modem – we will advise you if your modem is compatible during selection of your nbn[®] plan.

Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

Further information: www.internode.on.net/nbn/wireless

Information is current as of February 2026, is subject to change without notice and all prices quoted include GST

nbn® Fixed Wireless Speeds

Typical Evening Speed is subject to change and is measured between 7pm and 11pm. NBN12 & NBN25 indicate the underlying speed tier that your nbn® plan is on and represents the maximum possible speed that is available outside the busy period of 7pm-11pm.

Speed Tier	Typical Evening Download Speeds	Typical Evening Upload Speeds
NBN12	11Mbps	0.9Mbps
NBN25	20Mbps	3.8Mbps

Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Internode. Addresses with speeds affected by NBN Co wireless network congestion will be notified. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable See nbn® Download Speeds [here](#).

Where you use an nbn® Fixed Wireless Service and your usage falls within certain parameters set by NBN Co, your download or upload speeds may be impacted by NBN Co's enforcement of its fair use policy. This could mean you may, from time to time, experience slower speeds depending on your usage, the time of day and the type of applications you are using.

Mobile Backup Feature

This optional feature is only available with purchase of the Modem. It allows you to configure the Modem to connect to a mobile hotspot network from your mobile phone and automatically use your mobile data during an nbn® service outage. The feature requires use of your mobile data at your own cost. Check the data allowance and terms of use of your mobile service to ensure it is compatible with use of this feature. Speeds, availability and performance of the Mobile Backup feature are dependent on the capabilities and limitations of your mobile phone, mobile network coverage and plan speeds offered by your mobile data plan provider.

Monitoring Your Usage

Customers can obtain information on their usage via [My Internode](#).

<p>Internode Customer Service</p> <p>Support P: 1300 788 233 Online: www.internode.on.net/contact/support</p> <p>Sales P: 13 66 33 Online: www.internode.on.net/contact/sales/</p>	<p>Complaints Handling</p> <p>If you are dissatisfied with Internode, please contact us first, through our escalation process at: www.internode.on.net/complaints so we can try and resolve your complaint.</p>	<p>Telecommunications Industry Ombudsman (TIO)</p> <p>If you are dissatisfied with the outcome of your complaint with Internode, you may contact the TIO for assistance.</p> <p>TIO P: 1800 062 058 www.tio.com.au/making-a-complaint</p>
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