



CountryWideBB

ABN 63 696 596 997 ACN 696 596 997

PO Box 1565
Bairnsdale, Vic, 3875
admin@countrywidebb.net.au
www.countrywidebb.net.au
Phone 1800 595 191

CRITICAL INFORMATION SUMMARY

nbn® Broadband – Residential Services Fixed Wireless Version: 1.0

Date: 3/04/2026 **Provider:** CountryWideBB **ABN:** 63 696 596 997

About this service

CountryWideBB provides residential broadband services using the nbn® network. Services may be delivered via **Fixed Wireless (FW)**.

Typical Evening Speeds (7pm–11pm) for each plan are outlined in the table below.

Plan	Supported technology	Typical evening speed Download/upload
100/20	FW	40–60 / 3–5 Mbps
250/20	FW	80–120 / 4–6 Mbps

Important limitations

- Typical evening and actual speeds are not guaranteed and may vary due to factors such as network congestion, local wiring, Wi-Fi performance, and device capability.
- Fixed Wireless services are subject to additional variability due to tower load, signal strength, interference, and weather conditions.

Where is the service available?

This service is available at premises where the nbn® network has been rolled out. Availability can be checked using the nbn® rollout map.





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What do I need?

You will need an nbn-ready modem/router to use this service.

If installation is required, an adult aged 18 years or over must be present.

nbn® may install equipment inside and/or outside your premises.

nbn® supplied equipment:

- Fixed Wireless services include an nbn® Outdoor Antenna and an nbn® Network Termination Device (NTD).

nbn® equipment is supplied at no cost; however installation or new development fees may apply.

Priority Assistance

CountryWideBB does not offer Priority Assistance services.

Some medical alarms, security systems, and fax machines may not be compatible with the nbn® network. Please check with your device provider.

Phone services

CountryWideBB does not provide a home phone or VoIP service.

If you are migrating from a copper phone line, your existing landline will be disconnected when the nbn® service is activated. You cannot retain a traditional landline service through CountryWideBB, and existing phone wall sockets may no longer function.

If you require a phone service, you will need to arrange a VoIP or over-the-top phone service with another provider.

Multiple copper lines:

If you have more than one copper line at your premises, a second line may be retained for a one-off nbn® fee (currently \$297). This second line will be disconnected 18 months after nbn® becomes active in your area.





Plans and pricing

Plan options, pricing, data inclusions, and typical evening speeds are outlined in the plan table below.

Plan	Price Inc GST	Minimum Term	Early Termination Charge
100/20 (FW)	\$95	1 month	\$0
250/20 (FW)	\$100	1 month	\$0

These plans are only available at premises served by nbn® Fixed Wireless. Availability of 250/20 depends on local tower capacity and may not be offered at all locations.

Bundling

No bundling is required.

CountryWideBB does not offer a phone service.

Optional add-ons, such as a static IP address, may be available on selected plans.

Contract term

This is a month-to-month service with no minimum contract term.

Modems and equipment

You may bring your own compatible nbn-ready modem/router.

It must meet the following requirements

- Your modem/router must support the connection type required for your nbn® technology e.g., DHCP
- No PPPoE authentication or VLAN tagging is required on CountryWideBB services.
- Some ISP-supplied or locked modems may not be compatible with nbn® services.





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CountryWideBB also offers modems for purchase either outright or via a repayment plan (for example, over 12 or 24 months). If you cancel your service before completing modem repayments, the remaining balance will be charged on your final bill. This charge is for the hardware only and is not an exit fee. Postage fees apply to hardware delivery.

Fees and charges

- No standard setup fee
- No exit fee
- nbn® may charge a \$300 New Development Fee for new premises
- Other charges may apply for optional add-ons and optional NTD upgrades (where applicable)
- Plan upgrades are charged on a pro-rata basis for the remainder of the billing cycle
- No refunds apply for plan downgrades
- All prices include GST
- Plan changes take effect immediately
- Cancellations take effect at the end of the current billing period. No pro-rata refunds apply.

Data usage

All CountryWideBB residential broadband plans include **unlimited data**. There are **no excess usage charges** and **no speed shaping** based on data usage.

Usage monitoring

Usage monitoring tools are not currently available. CountryWideBB plans to introduce usage monitoring in a future update.

Service restrictions

Your service may be restricted or cancelled if you fail to pay your bill, breach CountryWideBB's Terms and Conditions or Acceptable Use Policy, or engage in abusive





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behaviour toward staff. In serious cases, CWBB may suspend or terminate your service immediately to protect the network or other customers.

An Acceptable Use Policy (AUP) applies to all services.

Changes to your service

CountryWideBB may change plan pricing or features from time to time. If a change is materially detrimental, you will be given at least 30 days' written notice.

Customer support

CountryWideBB provides Australian-based customer support with a focus on rural and regional customers.

Contact details:

Phone: 1800 595 191

Email: support@countrywidebb.net.au

Hours: 1pm to 10pm AEST/AEDT 7 days

Complaints

If you have a complaint, please follow CountryWideBB's complaints handling process.

If you are not satisfied with the outcome, you may contact the Telecommunications Industry Ombudsman (TIO):

Website: www.tio.com.au

Phone: 1800 062 058

Contact details

CountryWideBB

Postal address: PO Box 1565 Bairnsdale, Vic, 3875

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Email: enquiries@countrywidebb.net.au

