

## Fixed Wireless 400 Superfast - NBN (Fixed Wireless)

|  |   |
|--|---|
| Service Description: <b>NBN Internet - 400/40 Mbps</b> | Inclusions: <b>Unlimited Data</b>               |
| Minimum Monthly Charge: <b>\$119.00 inc GST</b>        | Maximum Monthly Charge: <b>\$119.00 inc GST</b> |
| Early Termination Fee: <b>\$0 (No lock-in)</b>         | Minimum Term: <b>None (Month-to-month)</b>      |

### Pricing (All inc GST)

|                    |                       |
|--------------------|-----------------------|
| Monthly Charge     | <b>\$119.00/month</b> |
| Setup Fee          | <b>\$0</b>            |
| Minimum Total Cost | <b>\$119.00</b>       |

### Contract Terms & Early Termination

|                       |                                    |
|-----------------------|------------------------------------|
| Contract Term         | <b>No lock-in (month-to-month)</b> |
| Notice Period         | <b>30 days</b>                     |
| Early Termination Fee | <b>\$0</b>                         |

### Speed Information

|   |                 |
|---|-----------------|
| Max Download  | <b>400 Mbps</b> |
| Max Upload  | <b>40 Mbps</b>  |
| NBN speeds are 'up to' speeds and may vary due to network conditions, technology type, and equipment. |                 |

### Included Features

- ✓ Unlimited data
- ✓ No lock-in contract
- ✓ Regional coverage

### Conditions & Limitations

- Service subject to availability at your address
- NBN connection required; new connections may require NBN Co installation
- Speeds may be limited by NBN technology type (FTTN/FTTB/FTTC)
- Subject to Fair Use Policy and Acceptable Use Policy
- Prices may change with 30 days notice

### Supported NBN Technologies

fixed\_wireless

Not all speeds available on all technology types.

### Customer Service

|        |   |
|--------|---|
| Phone  | <b>1300 798 718</b>                     |
| Email  | <b>support@hyperconnect.au</b>          |
| Hours  | <b>Monday to Friday, 9am - 5pm AEST</b> |
| Portal | <b>konnnect.thecore.net.au</b>          |

### Complaints & Disputes

**Step 1:** Contact us via phone or email above. We aim to resolve complaints within 10 business days.

**Step 2:** If unresolved, contact the Telecommunications Industry Ombudsman.

**TIO:** 1800 062 058 | [www.tio.com.au](http://www.tio.com.au)

### Service Provider

|          |   |
|----------|---|
| Provider | <b>Real World Technology Solutions Pty Ltd</b>    |
| ABN      | <b>74 101 234 664</b>                             |
| Address  | <b>2 Eden Park Drive, Macquarie Park NSW 2113</b> |

**Learn more about broadband:** For information about broadband services, speeds, and choosing the right plan, visit the Communications Alliance Broadband Education Package at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

This Critical Information Summary complies with the Telecommunications Consumer Protections Code (C628:2019).

Information current as at 25 April 2026. For the latest information visit [hyperconnect.au](http://hyperconnect.au)

HyperConnect is a brand of Real World Technology Solutions Pty Ltd | ABN 74 101 234 664