BambooSIM

Critical Information Summary

nbn internet • Fixed Wireless

Effective 12 November 2026

Unlimited data • No excess-data charge • Static IPv4 included • Compatible BYO router • Internet only; no phone service or emergency calling.

Minimum period: activation to the end of the following calendar month.

First payment: activation-month proration + one full monthly charge + applicable connection fees. BYO equipment is separate.

Cancellation: cancel at any time. $0 additional plan exit fee. Choose immediate disconnection or service to your paid-until date; an earlier transfer ends service then. Unused paid time is not normally refunded for standard cancellation or transfer. Consumer-law and billing-error remedies remain available.

Plan	Typical 7–11pm ↓/↑ Mbps	Monthly min/max inc GST
BambooSIM Fixed Wireless 100/20	80/9	$89.90
BambooSIM Fixed Wireless 250/20	160/10	$99.90
BambooSIM Fixed Wireless 400/40	210/12	$109.90

The numbers in each plan name identify the maximum possible off-peak download/upload tier in Mbps. Typical evening download/upload speeds (7pm–11pm) are shown above. Actual speeds vary with your connection technology, equipment, Wi-Fi, network demand and the services you access.

Service and equipment

Availability. Fixed Wireless plans are available only at eligible addresses after a service check. Tower capacity, radio conditions and installed equipment affect the plan available and its performance. See the matching Fixed Wireless Key Facts Sheet.

nbn may need to install or upgrade an outdoor antenna and indoor connection box. Supply a compatible Ethernet-WAN router and power. Obtain owner permission where needed and arrange adult access for appointments. Internal cabling, a router and optional works are not included.

BambooSIM Pty. Ltd. • ABN 29 682 015 489 • 470 St Kilda Road, Melbourne VIC 3004, Australia

Pricing and billing

Billing dates. Charges start on activation. The first payment covers the remaining activation month and the next full calendar month. The next payment, on the 7th of the following month, covers the calendar month after that. Later payments on the 7th cover the following month. Your bill shows each service period and paid-until date.

Connection charges, including GST where applicable: standard connection $0; new development $330.95; professional installation $181.95; subsequent installation $326.95; transfer or port reactivation $6.95 each. We confirm applicability before ordering. Non-standard works and appointment/callout fees are quoted including GST before acceptance. Standard support is included. Optional hardware shipping is $24.95, failed delivery $24.95 and redelivery $14.95, subject to the quoted delivery conditions.

Payment fees. No late-payment, dishonour or administration fee applies to these plans. We do not add a card payment surcharge.

How to cancel. Use live chat, a ticket, email, the web portal or a BambooSIM app. We confirm your paid-until/disconnection date and stop future renewals on a valid request.

Help and service limitations

Fixed Wireless performance can change with weather, radio signal, obstructions and tower demand as well as your Wi-Fi, router, devices and online content. Contact us for fault investigation or a more suitable plan if performance is poor. The service is not sold with a guaranteed restoration time.

A power outage can stop the service and connected alarms. Keep a charged mobile for emergencies. Before ordering, ask your alarm provider about compatibility and alternatives.

Support and usage. 24/7 live chat, support tickets and support@bamboosim.com. Request data-usage information through these channels. Outage updates go to your account email address and phone number.

Payment assistance. Free assistance is available through those support channels, the web portal and BambooSIM apps.

Complaints. Call 02 6422 6266 (Mon–Fri, 9am–5pm Melbourne time), use 24/7 digital support or write to us. We give a reference; ask for escalation.

TIO. If unresolved or you are dissatisfied, seek free independent help: 1800 062 058 or tio.com.au/complaints.

Read this summary with your order, the Fixed Wireless Key Facts Sheet and BambooSIM's nbn Terms and Conditions. All retail prices include GST.

support@bamboosim.com • bamboosim.com/support