

Home Wireless Broadband (month to month)

Issued 1 November 2026 · Prices include GST

This summary gives you the key information about this offer. It doesn't replace your agreement. Your agreement is our [Customer Terms](#) (flixlink.com.au/customer-terms) together with your order. Please read it before you sign up.

SERVICE Fixed wireless home internet, unlimited data	MINIMUM MONTHLY CHARGE \$93.50	MAXIMUM MONTHLY CHARGE \$93.50	MAXIMUM EARLY TERMINATION CHARGE \$0	MINIMUM TERM None
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The service

Home internet over the 4G mobile network, with unlimited data, for use at your service address. It needs coverage at your address, which we check before you sign up. Speeds vary with signal, location, weather, obstructions and how busy the network is. The speeds shown are maximums, not guarantees.

Prices

Plan	Speed	Monthly price	Minimum total cost (1 month + modem)
Home Wireless Unlimited	Up to 20/2 Mbps	\$93.50	\$368.50

Minimum monthly charge and maximum monthly charge are both the monthly price: data is unlimited and there are no usage charges. The approved Huawei B628 modem costs \$275 once off.

Minimum term and leaving

Month to month, with no minimum term and no early termination charge. Cancel any time by phone or email. Your service runs to the end of the month you've paid for, and we don't refund part months. You keep the modem.

Good to know

- The service is for your service address. Talk to us before you move, so we can check coverage at the new address.
- It won't work in a power outage. Keep a charged mobile for emergencies.
- Fair use applies to unlimited data (see our Acceptable Use and Fair Use Policy).

Billing and payment

Plan charges are billed monthly in advance through Stripe, our secure payment provider, by card (including Apple Pay or Google Pay where shown at checkout). You only pay for days your service is working: if you pay before it starts working, we credit those days. Usage charges are charged after they happen, with your next payment. No surcharges, no late payment fees. You can ask for a one-off payment link each month instead of automatic payments. You'll get a receipt by email for each payment, and you can ask for itemised usage and your billing history free.

Help, complaints and support

Contact us: (02) 9071 2900 · info@flixlink.com.au · flixlink.com.au

Complaints: tell us by phone or email. We'll acknowledge it and give you our proposed resolution within 10 working days (2 if urgent). How we handle complaints: flixlink.com.au/complaints

Financial hardship: if you're finding it hard to pay, we can help. Applying is free: flixlink.com.au/hardship

Domestic, family or sexual violence: we can help keep your services and details safe. No evidence needed: flixlink.com.au/family-violence

Need help to communicate? Contact us through the National Relay Service or an interpreter. See flixlink.com.au/complaints

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. TIO: 1800 062 058 · tio.com.au