



Wireless WAN Professional Install – Terms and Conditions

Not available for new service connections or service changes from 01 January 2023 and discontinued from 30 March 2023.

1. We will endeavour to provide you with a satisfactory signal for your NextG service; however:
 - a. A successful outcome cannot be guaranteed and,
 - b. In the case of Internet Devices, our endeavours shall not apply to the broadband speeds that are obtained.
 - c. This offer is not available if you do not have a NextG or other suitable Telstra account.
2. Practices for the installation of the outside antenna and associated equipment, shall comply with the rules set by the Australian Standards Association (ASA) for free to air (FTA) antenna connections.
3. Ownership of the antenna and associated equipment shall pass to you upon receiving a satisfactory signal and payment of the quoted charges.
4. The Warranty period of 24 months, from the date of installation, shall apply to hardware failure including fair wear and tear. There is also a warranty period of thirty (30) days from the date of installation, which applies to installation workmanship & Fly leads/Patch leads.

The warranties shall apply to site facilities only and do not extend to variations in the Next G network coverage.

The warranties shall not cover damage caused by abuse or climatic conditions.

In the case of Internet Devices, should the service be networked, the warranty shall apply to the first split point only.
5. Beyond the warranty periods Telstra shall not be responsible for maintenance of the antenna and associated equipment.
6. Where you accept a premises visit but a satisfactory signal cannot be obtained:
 1. It will be your choice and responsibility to return the NextG equipment to the original place of purchase.
7. Field Representatives attending shall not perform any configuration of your Personal device nor undertake activation or installation/commissioning of the NextG equipment. They shall only be responsible for installing the outside antenna and associated equipment to provide signal, which will be tested using the approved LG TU500/550 mobile phone.

Other Information

The outside antenna is a possible alternative in cases where a NextG product is not provided with enough signal strength to register for adequate performance levels.

The Outside Antenna is a 12db gain Yagi style antenna that is installed on the roof of the premises, on an approved mount or mast with RG58 coax cabling run and terminated into the premises via a wall plate.

Within the premises from the wall plate a 2m patch lead will be supplied, which will need to be connected to the NextG device at all times at the premises to obtain signal.



This is a summary only. Further information about the terms and conditions on which we provide products and services is available at <https://www.telstra.com.au/customer-terms>.