

CRITICAL INFORMATION SUMMARY

AUSTRALIA BROADBAND ON THE NBN

Information About the Service

Australia Broadband's nbn™ service delivers unlimited internet access using the National Broadband Network (nbn™) to the boundary point of your premises. The line speed will be delivered via one of the following plans:

- **Basic** Speed Plan – Ideal for everyday use, browsing and emailing
- **Standard** Speed Plan – Ideal for small to medium families, browsing, videos and emailing
- **Standard Plus** Speed Plan – Ideal for medium to large families, 4K videos, emailing and networking
- **Premium** Speed Plan – Ideal for multiple 4K video streams, uploading & downloading large files, multiple devices

This product is a prepaid subscription to the nbn™ and is available to new customers for personal home use only. Bills are not be issued. Please see the table below for subscription charges related to each plan offering.

What do I need in order to sign up for Australia Broadband on the nbn™?

To sign up for Australia Broadband on the nbn™, your home must be nbn-ready. When you sign up, if your home has previously been connected to the nbn™ network, we'll organize with the NBN Co Ltd (NBN Co) for the existing nbn™ connection to be reconnected or transferred to us. If it is the first time your home is connecting to the nbn™ network, we'll organize with NBN Co for an NBN Co technician to install the nbn™ equipment if it's not already installed. The NBN Co technician may need physical access to your premises or communications infrastructure if you live in an apartment. A person over the age of 18 must be present during the NBN Co appointment. If you're renting, you'll need to get approval from the owner for the installation.

Do I need an nbn™ compatible modem?

Yes, you'll need an nbn™ compatible modem to connect to the nbn™. If you bring your own, we can only offer limited support for BYO modem configuration. We recommend you purchase an nbn™ compatible Wi-Fi modem with pre-configured settings (plug and play) from us. Once purchased, this modem is non-refundable, other than in accordance with your rights under the Australian Consumer Law.

What's included in my Australia Broadband subscription?

Unlimited data uploads and downloads on your chosen plan using a dynamic IP address, subject to our Fair Go Policy available at www.australiabroadband.net.au/help/kb/fair-go-policy/.

How long do I need to sign up for?

The minimum term is one calendar month. Services are provided on a rolling month to month basis and you can cancel your Australia Broadband subscription at any time.

Information About Pricing

Subscription Charges

nbn™ plan	nbn™ speed	data	activation charge	monthly charge	minimum term	minimum Charge
basic 12	nbn™ 12	unlimited	\$0	\$60	1 month	\$60
standard 25	nbn™ 25	unlimited	\$0	\$70	1 month	\$70
standard plus 50	nbn™ 50	unlimited	\$0	\$75	1 month	\$75
premium 100	nbn™ 100	unlimited	\$0	\$95	1 month	\$95

- If you want a static IP address, you can add a static IP address after your nbn™ service is activated for \$10 extra per month.

How will I be billed?

Your Australia Broadband subscription is a prepaid service only available by direct debit using a credit or debit card. You'll need to keep a working payment method (Visa or MasterCard) at all times. You'll be charged on or around the 1st day of each month for that month's subscription.

Further information: www.australiabroadband.com.au

Information is current as of 01/01/2019, is subject to change without notice. All prices quoted include GST

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Fees for miscellaneous charges such as incorrect call out will be sent to you via invoice and deducted from your elected payment method after 7 days. A miscellaneous charge will only be raised on an ad-hoc basis with your prior knowledge and consent.

What happens if I cancel my order before it is activated?

If you cancel your order before activation of your service and your order is in progress with the NBN Co, you'll be charged 1 months' plan fee. An order is deemed to be "in progress" once you have received an order number from us and your payment has been processed.

What happens if I cancel my nbn™ subscription?

You can cancel your subscription at any time by informing us before the end of the month. If you don't inform us of your cancellation before the end of the month, you will be charged for another month's subscription. If you cancel your subscription, we won't refund any fees that you've already paid to us. There are no pro-rata subscription credits or refunds for any unused period upon cancellation.

All unpaid charges will be direct debited from your credit or debit card on the date your subscription (or order) has been cancelled or shortly thereafter.

How fast is my nbn™ service?

FTTN & FTTP speeds are subject to the quality of the copper line and can only be confirmed once your nbn™ service is activated. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Australia Broadband. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. Learn more about nbn™ speeds at: www.australiabroadband.net.au/internet-speeds/

What are the limitations of my nbn™ service?

Australia Broadband does not support any equipment or wiring at your premises beyond the network boundary point. We do not provide a backup battery for premises serviced by FTTP and connected to an NTD. Medical devices or alarms will only work if compatible. We bear no responsibility for any devices, equipment or services at your premises that may be impacted by the nbn™. Such devices, equipment or services (including phone or VoIP services) may not work in the event of a power outage as Australia Broadband does not supply a backup battery. Australia Broadband does not offer priority assistance.

What is your consumer compensation policy?

Consumers are entitled to any compensation applicable in relation to service faults or outages that last more than 1 day where the fault lies with the nbn™ up to the network boundary point. By signing up to a subscription, you accept we do not offer any compensation from any business losses you incur due to a fault on your nbn™ service.

We do not provide compensation for interim services such as mobile data charges. Learn more about consumer compensation at:

<http://www.australiabroadband.net.au/help/kb/compensation-policy/>

Do I need to pay any NBN Co connection charges?

Australia Broadband does not charge any activation or setup fees and standard nbn™ installations are completed at no cost to you. Non-standard, additional or subsequent installations may require you to pay additional charges. If any additional NBN Co installation charges apply, we'll let you know how much (normally \$300) and get your permission before you're charged.

Do I need to pay for the New Development Charge?

If your home is connecting to the nbn™ for the first time and it is located within the boundary of a new development area (as identified by the NBN Co), you'll be charged an NBN Co New Development Charge of \$300. If the New Development Charge applies, we'll get your permission before you're charged. Learn more about the nbn™ New Development Charge at:

www.australiabroadband.net.au/help/?ht_kb=what-is-the-nbn-co-new-development-charge

Other Information

Customer Service Contact Details

We're available on **1300 023 354**. You can also contact us at customercare@australiabroadband.net.au or visit our online Help & Support Centre at www.australiabroadband.net.au/help. Learn more about our operating hours and contacts at: www.australiabroadband.net.au/help/?ht_kb=how-do-i-contact-you

Dispute Resolution Process

We're not happy unless you are. Most issues can usually be solved by calling us on **1300 023 354**. If you are dissatisfied with the outcome of your customer service request and wish to make a complaint, visit www.australiabroadband.net.au/help/?ht_kb=what-is-your-complaint-handling-policy or please contact Customer Relations by email at customer.relations@australiabroadband.net.au

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the Dispute Resolution Process, you may contact the TIO (Telecommunications Industry Ombudsman). The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at www.tio.com.au/making-a-complaint

Our Customer Terms

This is a summary only. For full legal terms visit: www.australiabroadband.net.au/help/?ht_kb=customer-terms

Further information: www.australiabroadband.com.au

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