

Critical Information Summary Seniors nbn® broadband & VoIP

(12Mbps/1Mbps 100GB & Unlimited + VoIP plans)

Service to be provided: Uses nbn® infrastructure to deliver broadband to your premises. Uses your broadband to provide a phone service to your home, instead of a standard phone line.

Data Included	12/1 Seniors + Casual VoIP	12/1 Seniors + Everyday VoIP
100GB Minimum Monthly Charge + Calls*	\$50	\$60
100GB Maximum Monthly Charge + Calls*	\$50	\$60
Unlimited Minimum Monthly Charge + Calls*	\$55	N/A
Unlimited Maximum Monthly Charge + Calls*	\$55	N/A
Typical Evening Download Speeds (7pm - 11pm)	11Mbps	11Mbps
Typical Evening Upload Speeds (7pm - 11pm)	.87Mbps	.87Mbps
Early Termination Charge	\$0	\$0
Minimum Term (Months)	1	1

*See page 2 for call charges

Information about the service

What is the service?

Aussie Broadband's seniors nbn® broadband service uses nbn® infrastructure (eg. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver broadband to your premises. This service provides typical evening download and upload speeds as shown in the table above for fixed line services. Our VoIP phone service uses your broadband to provide a phone service to your home, instead of a standard phone line.

The 12/1 Seniors plan is offered to customers where the primary account holder is 60+ years of age.

Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready modem/router (see "equipment fees" on next page)
- FTTC customers only will also need an nbn® network connection device & HFC customers will need an nbn® Network Termination Device provided free of charge by nbn®.

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.
- You may find that all the phone sockets within your premises are disabled.

- If you have more than one phone line into your property, you can opt for nbn® on one line, and to keep your landline on the other, for a service fee of \$297. Please be aware that this second line will be shut down in 18 months from the time nbn® went live in your area.

- A VoIP adapter or an approved router. Aussie Broadband can supply one of these for an additional cost. Please note that Aussie Broadband does not supply UNI-V phone services or 'Fiber Phones'; all Aussie Broadband VoIP services will require an Analogue Telephone Adapter (ATA) or a Modem/Router with a built in ATA.

What is included?

Features of this service include:

- Five email addresses
- Email spam protection
- Australian-based phone support

Minimum term of the service

This service is month-to-month with no fixed term.

Do I have to bundle anything with the service?

This offer is for a NBN12 plan bundled with a Casual, Everyday or International Talk VoIP plan. You can also opt to bundle any of our bolt-on features like night owl (no data metering between 1-7am), download-only metering or a static IP.



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Note: All costs mentioned on this critical information summary are inclusive of GST.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill,
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at aussiebroadband.com.au/legal.

Aussie Broadband does not provide access to Premium call services such as 1900 numbers. By default, access to International numbers are blocked to prevent bill shock. You can request access to International numbers by calling our sales team. This service does not include a battery backup power supply for either nbn's[®] equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services. All Aussie Broadband VoIP plans have a hard cap monthly limit of \$150. Caps can be increased on application subject to a credit check. Aussie Broadband is not able to offer priority assistance to phone line customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra. If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn[®].

Information about pricing

Plan Name	Casual	Everyday
Calls to Aussie BB customers	Included	Included
Local & National Calls	15c untimed	Included
Australian mobiles	22c per minute	Included
International	Varies	Varies
13 & 1300	35c untimed	35c untimed

Excess usage

There are no excess usage charges. For all plans that aren't unlimited, our plans are shaped and your speed will be slowed to 1/1Mbps when you use your full allocation of data.

Standardised cost information

A call to a standard national mobile number costs \$0 with no flagfall on our Everyday VoIP plan.

Set-up fee

There is no set-up fee for this service.

Equipment fees

You don't have to purchase an NBN-ready modem/router from Aussie Broadband, but we can provide one if you prefer: modem/router cost starts from \$180 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post. Aussie Broadband can also provide you with a VoIP adapter for an additional cost.

New development fee

nbn[®] may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an nbn[®] connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and buildings requiring a new mailing address. We will inform you upon sign up if this fee may apply.

Other possible costs

If you bundle your services with any of our bolt-on features, your monthly costs may be different. You can change your nbn[®] plan at any time for no fee. If upgrading your nbn[®] plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your nbn[®] plan, please note we do not pro-rata refunds on plan downgrades.

Exit fee

There are no exit fees for this service.

Changes to your plan

We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

Other information

Call and usage information

You can check your usage via the MyAussie portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via MyAussie. Our support hours are constantly expanding – check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our <https://aussiebroadband.com.au/lodge-a-complaint/>

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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