

# Critical Information Summary

(Residential FTTP upgrade from FTTN or FTTC) bolt on feature

**Service to be provided:** An upgrade of the NBN infrastructure to you premises

## Information about the service

### What is the service?

NBN's upgrade of the infrastructure into you premises from FTTN or FTTC to FTTP.

### Where is it available?

This services is available where NBN has deemed a Fibre To The Node (FTTN) or a Fibre To The Curb (FTTC) address to be eligible for an upgrade to Fibre To The Premise (FTTP).

### What do I need to access the service?

You will need:

- 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 the premises for this appointment.
- You will also need an NBN-ready modem/router.

Important note for FTTN customers:

- Your copper phone line will be replaced 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 number and 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 initially went live in your area, which depending on where you live may have already occurred.

### What is included?

Features of this service include:

- An upgraded connection of the line into your premises of Fibre to the Premise

### Exit fee

There are no exit fees for this service.

Please allow 2 – 4 weeks for your installation appointment

### Do I have to bundle anything with the service?

You have to connect to an eligible NBN plan to be eligible to receive this upgrade. Eligible plans for an upgrade are:

- 100Mbps/20Mbps
- 100Mbps/40Mbps
- 250Mbps/25Mbps
- 250Mbps/100Mbps
- 1000Mbps/50Mbps

### Minimum term of the service

A one off upgrade of the line to your premises.

## Information about pricing

### Excess usage

There are no excess usage charges.

### Set-up fee

There is no set-up fee for this service.

### Other possible costs

NBN at the time of your installation may determine that extra infrastructure (e.g. trenching and conduit) may be required to complete the installation. If this is the case the cost of that extra infrastructure must be paid by the customer

### 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.

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## Other information

There is no usage applicable to NBN's upgrade of the fibre connection to your premises. Usage charges may apply to the broadband service that you use via the fibre connection, which will be set out in the critical information summary for the broadband service that you choose.

### 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 dispute resolution process. For more details, see <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](http://tio.com.au/making-a-complaint).

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