

# Critical Information Summary

## nbn® broadband

(Residential higher tier plans)

**Service to be provided:** Uses nbn® infrastructure to deliver broadband to your premises.

Data Included	Fast 100/20	Fast Plus 100/40	Super-Fast 250/25	Ultra-Fast 1000/50
Unlimited Minimum Monthly Charge	\$95	\$105	\$119	\$129
Unlimited Maximum Monthly Charge	\$95	\$105	\$119	\$129
Typical Evening <b>Download Speeds</b> (7pm - 11pm)	<b>98Mbps</b>	<b>98Mbps</b>	<b>246Mbps</b>	<b>600Mbps</b>
Typical Evening <b>Upload Speeds</b> (7pm - 11pm)	<b>16Mbps</b>	<b>33Mbps</b>	<b>20Mbps</b>	<b>41Mbps</b>
Early Termination Charge	\$0	\$0	\$0	\$0
Minimum Term (Months)	1	1	1	1

### Information about the service

#### What is the service?

Aussie Broadband's nbn® broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

#### 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 NBNCo

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.

#### 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.



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

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1–7am), download-only metering or a static IP.

#### 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](https://aussiebroadband.com.au/legal)

### Information about pricing

#### Excess usage

There are no excess usage charges.

#### 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.

#### New development fee

The 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 a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

#### Other possible costs

- If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.
- You can change your plan at any time for no fee. If upgrading your 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 plan, please note we do not prorata refunds on plan downgrades.

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

#### Exit fee

There are no exit fees for this service.

### 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 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](https://tio.com.au/making-a-complaint).

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