

Critical Information Summary – nbn® broadband

(Residential PRO plans)

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

Data Included	Super-Fast PRO 250/100	Hyper-Fast PRO 500/200	Ultra-Fast 1000/400
Unlimited Minimum/Maximum Monthly Charge	\$139	\$169	\$199
Typical Evening Download Speeds (7pm - 11pm)	248Mbps	497Mbps	875Mbps
Typical Evening Upload Speeds (7pm - 11pm)	84Mbps	169Mbps	339Mbps
Early Termination Charge	\$0	\$0	\$0
Minimum Term (Months)	1	1	1

Information about the service

What is the service?

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

Where is it available?

These services are available anywhere where nbn® has rolled out Fibre To The Premise only - 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 capable of higher speeds (see "equipment fees" on next page).

What is included?

Features of this service include:

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

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.

Minimum term of the service

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

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

<https://www.aussiebroadband.com.au/legal>.



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Information about pricing

Excess usage

There are no excess usage charges.

Exit fee

There are no exit fees for this service.

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 charges

- 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 prorate refunds on plan downgrades.

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

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

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