

## Critical Information Summary – nbn™ broadband (250Mbps/100Mbps Unlimited GB)

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

**Minimum monthly Charge:** \$209.00

**Maximum monthly Charge:** \$209.00

**Early termination Max Charge:** \$0.00

**Minimum term applicable:** 1 Month

### Information about the service

#### What is the service?

Aussie Broadband's nbn™ broadband service uses NBNCo 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 speeds of 248 Mbps for fixed line services.

#### Where is it available?

This Service is only available to FTTP and limited HFC technology locations - for more details please visit our website at [www.aussiebroadband.com.au/nbn/availability/](http://www.aussiebroadband.com.au/nbn/availability/)

#### 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/mesh, to help with reaching the potential of this high-speed service (see "equipment fees" on next page)

#### What is included?

Features of this service include:

- No excess usage
- 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.

#### Qualifications

Please note that this service may be suspended 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](http://aussiebroadband.com.au/legal).

## Information about pricing

### Monthly charges

Data amount (downloads and uploads)	unlimited GB
Average peak hour download speed (Mbps)	248
Monthly charge	\$209.00
Total minimum price	\$209.00
Unit cost of 1GB of data	N/A

### 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 is \$149 plus postage, router mesh options from \$249 to \$499 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post if you have also ordered a router mesh option.

### New development fee

The NBNCo 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 pro-rata refunds on plan downgrades.

### Exit fee

There are no exit fees for this service.

## Other information

### Usage

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 — please 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://www.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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