



# NBN Broadband Plans

## Critical Information Summary

Plan ID			
Minimum monthly charge	\$89/mth	\$99/mth	\$119/mth
Monthly data allowance	1000GB	Unlimited	Unlimited
NBN speed (download/upload)	50/20 Mbps*	100/20 Mbps*	250/25 Mbps*
Standard modem (optional) NF18MESH	\$149.00 upfront	\$149.00 upfront	\$149.00 upfront
Advanced modem (optional) NF18MESH – Support 4G backup SIM	\$249.00 upfront	\$249.00 upfront	\$249.00 upfront
Contract Term	6 months	6 months	6 months
Minimum total cost	\$534.00	\$594.00	\$714.00

\* Many factors may affect speed. Download and upload speed may slower during peak hours (7pm to 11pm).

Professional installation (onsite)	\$180 (up to 1hr)	<p>Only available in selected areas, and only available to customers choose to purchase modem via Aussie Mobile Connect.</p> <p>The technician will bring the modem when attending to the installation address, configure and complete the service installation.</p> <p>Additional charges may apply for any extra works.</p>
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## Minimum term

Minimum term for all NBN plans is six month, early termination fee of \$55.00 will be charged for any services disconnected within six months.

## Excess data

If you exceed your monthly fixed broadband data allowance your service will be Throttle and your speed will slow down to 256Kbps download. Alternatively, you can keep your speed and pay an extra \$2.20 per GB.

## Installation

When you choose “self-installation” the new service will be “tagged” at you MDF or NBN Network Termination Unit. You are responsible for connecting your modem and other hardware to the service.

When you choose professional install, a Technician will book a time with you to attend onsite. The technician will connect your modem to the broadband service, set up the modem as required and connect the modem to your local Network.

## Broadband speeds

Broadband speeds vary due to a number of factors, including, type of technology available at your address, any Speed Boost you may have purchased, network capacity, set up at your site (such as location of your modem and how the internet is used in your premise), whether your device is connected by Wi-Fi rather than Ethernet cable FTTB/FTTC/FTTN services, actual speed eligibility will be confirmed following activation.

## Hardware

You can bring your own modem (BYO) and configure it by following the instructions emailed to you to use the service.

You also have the option to purchase the pre-configured modem when place the order, the

modem will be delivered to you with 2-3 business days.

## New development charge

The once off new development charge may be applicable to certain connections, you will be notified prior to the service delivery and have the option to not progress the order at no charge.

The Minister for Communications released the final Telecommunications Infrastructure in New Developments Policy, which guides how telecommunications will be delivered in new developments.

This policy outlines a number of key changes, including that NBN Co is set to commence charging the first Service Provider who places an order to a premise in a new development a one-time charge of \$300 inclusive of GST. (\$273.73 exclusive of GST)

This charge will be passed on to Service Providers for orders received from 1st April 2016, where the New Developments Charge is applicable.

## Billing cycle

Charges and inclusions are metered from the 28th to the 27th of each month. Your first bill may look a little unusual or higher than expected, you may notice that the mobile plan fee may be slighter higher for the first month. Telecommunication service providers charge ‘in advance’. Your subsequent account from us will revert to the regular monthly charge.

For example, if your service is activated on 15<sup>th</sup> of the month, your first bill (as well as the minimum term cost) will include the pro-rated charge from 15<sup>th</sup> to 27<sup>th</sup> of the month plus the whole month plan access fee from 28<sup>th</sup> to 27<sup>th</sup> of the following month.

Any plan upgrade or downgrade made on days other than the 27th of any month will be fully charged on the day of the change (current month) and on the 28th (month in advance)



including the plan fee your service is currently connected too.

## Service availability

Service not available to all areas, site addresses or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however if we can't get in touch you'll be connected to the lowest-priced plan(s). You'll be notified if this happens and if you're not satisfied you can cancel your order free of charge.

## Payment processing fee

Direct Debit via bank account no additional charge. Payments made with a credit card will

incur a payment processing fee of 2%, no additional charges if paid via BPAY.

## Late payment fee

If you don't pay your bill by the due date you will incur a late payment fee of \$15.00. If you are experiencing any financial hardship, please contact our team for options available to you.

## Customer complaints

Our complaint resolution team can be contacted at [feedback@aussiemobileconnect.com.au](mailto:feedback@aussiemobileconnect.com.au). Please contact us in the first instance so we can try to resolve your complaint. If the outcome is not to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058.