

ADSL2+ Broadband

Information About the Service

Nelson Bay Online's ADSL2+ Broadband is a residential service that delivers high-speed broadband nationwide.

Requirements & Availability

ADSL2+ requires a basic telephone service in order to function. You can use a suitable telephone service from another provider, or you can use the Nelson Bay Online Home Phone service

You will require an ADSL modem to connect your service. If you don't already have one, iiNet can sell you a suitable device at additional cost.

ADSL2+ service availability can be checked on Nelson Bay Online website: www.nelsonbay.com/adsl.

Minimum Term

ADSL2+ plans are available on either no lock-in contract, a 12 month contract which comes with a discounted WiFi modem, and discounted setup fee, or a 18 month contract which comes with an included WiFi modem, and discounted setup fee.

Information About Pricing

Activation Charge

Your broadband activation charge will vary depending on your choice of contract:

Month to Month: \$99

12 Month: \$59

18 Month: No Activation Charge

Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility.

Early Cancellation Charge (ETC)

An ETC will apply if you cancel your bundled service within your contract term. The ETC will be pro-rated by the number of months remaining in the minimum contract term. Charges are as follows:

Month to Month: No Early Termination Charge

12 Month: \$199

18 Month: \$349

You may cancel the Service at any time by giving Nelson Bay Online thirty (30) days notice (including if the customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement).

Data Usage Charges

No excess usage charges will apply on your ADSL2+ Broadband service.

Plan Changes

Change to a plan of equal or greater monthly cost:
\$0 on a new 12 month contract or \$19.99 with no re-contract.

Change to a plan of lesser monthly cost:
\$29.99 on a new 12 month contract or \$39.99 with no re-contract.

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. If you wish to avoid this charge, please select the Direct Debit option.

Monthly Charges		
Included Data Allowance (includes uploads & downloads)	100 GB	Unlimited
Total Monthly Minimum Cost	\$39.99	\$54.99
Total Minimum Costs		
Month to Month Contract	\$138.99	\$153.99
12 Month Contract	\$538.88	\$718.88
18 Month Contract	\$719.82	\$989.82

Once your initial contract term has expired, your monthly charge will continue to be charged (including the cost of the phone calls) on a month by month basis until you have either changed to a new Nelson Bay Online plan or until you decide to cancel your service.

Other Information

Customer Service Contact Details

You can contact Nelson Bay Online customer service for Support & Billing assistance via 1300 746 754 or emailing support@nelsonbay.com, or via appropriate contact form to the appropriate area at www.nelsonbay.com/contactus

Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Nelson Bay Online's complaint resolution team at complaints@nelsonbay.com or call **1300 746 754**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit www.tio.com.au/about-us/contactus