

nbn™ 12/1 Mbps Fibre (FTTP, FTTN, FTTB & HFC) & Fixed Wireless Broadband

Information About the Service

The nbn™ service is a broadband internet service which uses the NBN Co Fibre (FTTP, FTTB, FTTN or HFC) and Fixed Wireless Network to deliver internet connectivity to the Network Boundary Point at your premises.

Mandatory Component of the Service

There are no mandatory components of the Nelson Bay Online nbn™ FTTP Fibre and Fixed Wireless Broadband Service. For FTTN an in-place copper telephone line will be required from the nbn™ node to your premises and for FTTB from the MDF in your basement.

Minimum Term

Nelson Bay Online nbn™ plans are available on either a 1 month 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.

Requirements & Availability

The nbn™ service is only available within a nbn™ (FTTP, FTTB, FTTN or HFC) & Fixed Wireless ready service area. nbn™ availability can be checked using our coverage checker at www.nelsonbay.com/nbn/coverage.

You will require a nbn™ ready modem, with support for all types of nbn™ services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of the nbn™ Phone service (some FTTP services supply a nbn™ Phone service that does not require a VoIP enabled modem).

You will also need a standard phone handset (approved for use in Australia) to use the nbn™ Phone service.

Line Speeds

Connection speed is up to 12/1 Mbps†.

† FTTN & FTTB speeds to be confirmed when active. The nbn™ speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. Actual speeds may vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Nelson Bay Online. Devices connected by WiFi may experience slower speeds than those connected by Ethernet cable.

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 nbn™ 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.

nbn™ 12/1 Mbps Fibre & Fixed Wireless Broadband Charges

Monthly Included Data	100 GB	200 GB	Unlimited
Uploads & Downloads Counted In Allowance	Yes	Yes	Yes
Monthly nbn™ Plan Charge	\$44.99	\$49.99	\$54.99
Total Minimum Costs			
Month to Month Contract	\$143.99	\$148.99	\$153.99
12 Month Contract	\$598.88	\$658.88	\$718.88
18 Month Contract	\$809.82	\$899.82	\$989.82

Once your initial contract term has expired, your monthly charge will continue to be charged 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