

Fibre Broadband (OptiComm)

Information About the Service

Nelson Bay Online's Fibre Broadband Service delivers high-speed broadband internet over the Opticomm's network to the Network Boundary Point of your premises.

With every nbn™ plan we offer our nbn™ Phone service, AlphaPhone (VoIP) at no additional cost, with great call rates and call inclusions depending on your plan of choice. See full list of NBN Phone call rates here: www.nelsonbay.com/nbn.

This VoIP service can be used to make and receive phone calls over your Nelson Bay Online broadband service. If you cancel your Nelson Bay Online nbn™ Broadband service, access to your AlphaPhone (VoIP) service will be cancelled also.

Mandatory Component of the Service

There are no mandatory components of the Nelson Bay Online Fibre Broadband service.

Minimum Term

Nelson Bay Online nbn™ plans are available on a no lock-in contract and you are free to cancel at any time. It has a 1 month minimum term.

Requirements & Availability

Nelson Bay Online Fibre Broadband plans are available at selected coverage areas and subject to infrastructure availability at customer's premises. The availability can be checked using our coverage checker at www.nelsonbay.com/fibre.

You will require a Fibre Broadband ready modem, with support for all types of Fibre Broadband services. Your modem will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of the AlphaPhone (VoIP) Service.

You will also need a standard phone handset (approved for use in Australia) to use the AlphaPhone (VoIP) Service.

Broadband Speed

The Fibre Broadband speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Information About Pricing

Broadband Activation Charge

A once off line activation charge of \$99 applies for a No Lock-in contract when activating a new Fibre Broadband service with Nelson Bay Online. There is no activation charge for the optional AlphaPhone (VoIP) service.

Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

Cancelling Your Plan

No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

Cancellation Fees

There are no cancellation fees for this service.

Data Usage Charges

Both uploads and downloads count towards your monthly included data. If you exceed your included data for the month, you are not charged for excess usage. Instead, traffic beyond the included data will be slowed (shaped) to 1.5Mbps for plans with 100GB and 200GB data.

Plans with Unlimited data are not shaped.

Equipment Fee

You don't have to purchase an NBN-ready modem/router from Nelson Bay Online, but we can provide one if you prefer: modem/router cost is \$109 (including shipping).

Plan Changes

Changing plan is free. You can switch between Nelson Bay Online nbn™ plans, no more than once each month.

Credit Card Surcharge

Services that are paid by Credit Card incur a 1.65% transaction fee (Visa, MasterCard), or 2.2% transaction fee (American Express).

Fibre Broadband No Lock-in Contract

Plan	Fibre12	Fibre25	Fibre50	Fibre100
Maximum Download/Upload Speed	12/1Mbps	25/5Mbps	50/20Mbps	100/40Mbps
Monthly Included Data	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Plan Charge	\$59	\$69	\$79	\$89
Total Minimum Cost- including \$99 activation fee upfront	\$158	\$168	\$178	\$188

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