

nbn™ Fibre Broadband - FTTN, FTTB, FTTC, FTTP & HFC

Information About the Service

Nelson Bay Online's nbn™ Fibre Broadband Service delivers high-speed broadband internet over the National Broadband Network's Fibre Optic, Hybrid Fibre Coaxial and Copper Infrastructure to the Network Boundary Point at your premises. Fibre services include Fibre-to-the-Premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-Basement (FTTB), Fibre-to-the-Curb (FTTC) and Hybrid Fibre Coaxial (HFC).

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 nbn™ FTTP Fibre and Fixed Wireless Broadband Service. For FTTN and FTTC 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 a no lock-in contract and you are free to cancel at any time. It has a 1 month minimum term.

Requirements & Availability

The nbn™ service is only available within a nbn™ (FTTP, FTTB, FTTN or HFC) 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 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 nbn™ 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.

Not all FTTN, FTTB or FTTC access lines support all speed tiers. Nelson Bay Online cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line will not support your chosen speed tier, we will inform you and offer to move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Information About Pricing

Free Activation

Where advertised as such the broadband activation fee only is free. 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 Phone Line Activation Fee or Copper Line Installation Charges, 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 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).

New Development Fee

If NBNCO identifies your premises to be within the site boundary of a new development the \$300 nbn™ New Development charge will apply to connect your premises to the nbn™. We will inform you upon signup if this fee may apply.

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Monthly Included Data	100 GB	200 GB	Unlimited
Basic Speed Set-up Fee Total minimum Cost	\$44.99 \$0 \$44.99	\$49.99 \$0 \$49.99	\$54.99 \$0 \$54.99
Boost Speed Set-up Fee Total minimum Cost	\$59.99 \$0 \$59.99	\$64.99 \$0 \$64.99	\$69.99 \$0 \$69.99
Premium Speed Set-up Fee Total minimum Cost	\$69.99 \$0 \$44.99	\$74.99 \$0 \$74.99	\$79.99 \$0 \$79.99
Superfast Speed Set-up Fee Total minimum Cost	\$79.99 \$0 \$79.99	\$84.99 \$0 \$84.99	\$89.99 \$0 \$89.99

IMPORTANT: Billing for your nbn™ service will commence from the day that the nbn™ activation is completed by NBNCo. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

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