beaches (NBN)

INFORMATION ABOUT OUR SERVICES

WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

PAYING US

Your bill:

Firstly, we will bill you for activation charges. Then following your installation date we will bill you monthly in advance for your fixed monthly charges (service and equipment etc.) and in arrears your usage charges for the first monthly only. Your bill can be sent via email for free. Having your bill sent by post will attract a monthly fee of $3.50.

Our bills have a standard format. An example of one of our bills can be found here: http://www.beachesnbn.com.au

A credit card surcharge is applicable to any payments made by credit card. VISA / MASTERCARD attract a 2.5% surcharge and AMEX / Diners a 3.5% surcharge.

You can pay your bill free of charge via direct debit of bank account, BPay, direct deposit or at the Post Office.

Financial hardship:

Our financial hardship policy is available here: http://www.beachesnbn.com.au/policies

HARDWARE AND WARRANTY

Where we supply hardware, e.g. a modem etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

Please contact us. If you wish to appoint an authorised representative, please use this form:
http://www.beachesnbn.com.au/policies

Feedback and complaints

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here: http://www.beachesnbn.com.au/policies

Standard Form of Agreement

You can download a copy of our Standard Form of Agreement, which forms part of our contract with our customers, at:
http://www.beachesnbn.com.au/policies

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