

CRITICAL INFORMATION SUMMARY - NBN

Information About The Service

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

Required Services & Availability

The NBN service is only available within an NBN (FTTP, FTTB or FTTN) ready service area. NBN availability can be checked using our coverage checker at: www.beachesnbn.com.au

We will provide an NBN ready modem, with support for all types of NBN services. Your modem will be WiFi enabled if you want to connect wireless devices.

Minimum Term

NBN plans are no lock-in contract with \$99.00 one off setup fee. A pre-configured WiFi modem is included free of charge with a \$10 delivery fee.

Information About Pricing

Monthly Charges:

Plan name	Monthly included data	Minimum charge (no contract)
12M	Unlimited	\$69.00
25M	Unlimited	\$79.00
50M	Unlimited	\$89.00

- Total Minimum Charge on no lock-in contract is the activation fee (\$99.00) plus one month of plan rental. A \$10.00 hardware delivery fee also applies for modem.
- Additional once off \$300 nbn New Development charge applies if your premises is identified by nbn as being within the site boundary of a new development.

Further information: www.beachesnbn.com.au

Information is current as of 10/10/2016, is subject to change without notice and all prices quoted include GST

12M, 25M and 50M indicate the underlying NBN wholesale connection speed. 12M means speeds of up to 12Mbps download/1Mbps upload; 25M means speeds of up to 25Mbps download/5Mbps upload; 50M means speeds of up to 50Mbps download/20Mbps upload.

The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by beaches NBN. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

Setup Fee

The below activation fee is applicable when signing up to an NBN plan.

Service	Details	Charge (no lock in contract)
NBN (FTTP, FTTB and FTTN)	Activation fee	\$99.00

Any cabling that is required in your premises beyond the Network Boundary point is your responsibility. Standard installations are completed without charge to you. Non-standard, additional or subsequent installations may require you to pay additional charges.

Excess usage

All plans include Unlimited data and excess usage will NOT result in throttled speeds or excess charges.

Cancellation Fees

Not required as all plans include No contract terms.

Other Information

NBN Access Technologies

Our NBN service can be delivered over the NBN Network to your premises via Fibre to the Premises (FTTP) as Ethernet, Fibre to the Basement (FTTB) as VDSL2 or Fibre to the Node (FTTN) as VDSL2.

More information on NBN access technologies is available at: <https://beachesnbn.com.au/help-and-faqs>

Battery Backup and Power Outages

NBN FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on NBN FTTP. In order for your service to work in a power outage please be aware that;

You must have an active BBU installed. (This is optional and you can elect to get this installed at no extra cost when you apply for an NBN FTTP service)

Access to the internet will only be available with a battery powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).

During a power outage, the battery will provide power for a limited period of time, a fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Customer Service Contact Details

You can contact beaches NBN customer service

- For Sales, Provisioning & Billing assistance via www.beachesnbn.com.au chat or emailing surf@beachesnbn.com.au
- For Faults via emailing surf@beachesnbn.com.au or call 1300 NBN R US. (626 787)

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at www.beachesnbn.com.au/policies

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.