

Important info about our service

Service description

Plans are for unlimited broadband data delivered via the nbn[®] network. The plans offer data access at typical evening download speeds as shown in the pricing table below and are only available to residential customers for personal or domestic use.

Service availability

This service is available anywhere nbn[®] (using FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless technology) has been activated (plan availability may vary). Fixed Wireless (FW) is limited to a maximum speed of 75/10Mbps. You can check nbn[®] availability at: australiapostconnect.com.au/broadband

Fair go policy

The service is subject to our Fair Go Policy which ensures that all our customers can access the services; and do not use the services in a manner that we consider 'unreasonable' or 'unacceptable'.

Information about pricing

Plan charges (inc GST), payable monthly in advance. All plans come with Unlimited data and have a minimum term of one (1) month.

Broadband Plans	Typical Evening Speed	Monthly Charge	Total Minimum Charges
Basic nbn [®] 12/1	11Mbps	\$54	\$54
Standard nbn [®] 25/10	24Mbps	\$64	\$64
Everyday nbn [®] 50/20	48Mbps	\$74	\$74
Everyday Wireless nbn [®] 75/10	66Mbps	\$74	\$74
Premium nbn [®] 100/20	97Mbps	\$94	\$94
Premium+ nbn [®] 100/40	97Mbps	\$104	\$104
Platinum nbn [®] 250/25	200Mbps	\$124	\$124
Ultimate nbn [®] 1000/50	250Mbps	\$154	\$154
Optional Voice Add-On Includes unlimited standard calls to Australia numbers including standard Local calls, national calls and Australian mobile calls. Excludes calls to international numbers, satellite and premium numbers (e.g. 19xx numbers).		\$10	\$10
Optional Australia Post Broadband Modem			\$149

There are no termination fees or early exit fees on these plans.

Other important information

- Typical evening speeds are based on customer averages between 7pm and 11pm each day and are not a guaranteed minimum.
- For nbn[®] FTTN, FTTB and FTTC customers, you can request your maximum line sync speed once available. If you are on a higher speed nbn[®] plan, you have the option to downgrade to a lower speed plan without penalties.
- If you are in a new development and not already connected to the nbn[®], nbn[®] may charge \$300 to connect your premises. If this charge is applicable, we will notify you before conducting any work and seek pre-payment before any work is conducted.
- If your address qualifies for an nbn[®] FTTN, FTTB or FTTC service and you do not have an active fixed voice service in place that we can connect to, we will notify you and there will be a \$300 charge to connect a new or activate an existing copper pair on site.
- You can change plan speed at any time, and we will move you to the new speed from the start of the next monthly billing period when you provide us at least 1 business day notice before the end of the current billing period.

Fees & charges

There are no Australia Post Broadband fees to relocate your service and your current contract continues. However, if you are relocating to an:

- nbn[®] serviceable address - there might be an associated new line or development connection or nbn[®] fee.
- Non-nbn[®] serviceable address - there might be an associated new line or development connection fee.

Equipment required

You will need a suitable and nbn[®] approved modem to use this service. Australia Post Broadband offers a Gateway modem if you do not have one for \$149.

If you have a security alarm, medical equipment or similar device that requires Internet or telephone access, you should check with the supplier to ensure your equipment is compatible with the nbn[®] network. These devices may not work in the event of a power outage – Australia Post Broadband does not provide battery

Installation

You must obtain the consent of the property owner to have the nbn[®] installation performed if required because the property is not already connected to the nbn[®]. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed) and be able to provide that to Australia Post Broadband upon request. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable, permanent 240V AC power outlet. If you are an Australia Post Broadband nbn[®] FTTC customer and do not connect the supplied nbn[®] FTTC Network Connection Device (NCD) and your Australia Post Broadband Modem or your own modem within

Usage information

You can track your usage by contacting Customer Service on **1300 196 916**.

Plan renewal, suspension, & termination

To continue using your service you must pay on or before the end of your current renewal period (expiry date). Payment can be by auto renewal or manual payment via credit card (Visa/Mastercard) or by paying at an Australia Post Office.

- Suspension for non-payment – if your auto renew fails and/or payment is not made 10 days after the expiry date, your Australia Post Broadband service will be suspended (data will be barred and if you have the Voice Add-On, all inbound and outbound calls will be barred).
- Once your service is suspended, you have up to 20 days to make payment and re-activate your service.
- After this time, your service will be cancelled. If you intend to use Australia Post Broadband services after this time, you will need to complete the sign-up process.

Customer Service Contact Details

- Within Australia by calling **1300 196 916**
- Complete an online Contact Us form at australiapostconnect.com.au
- Email us on support@australiapostconnect.com.au
- Send a letter to Australia Post Broadband, PO Box 222, South Melbourne VIC 3205

Customer service and complaints

We encourage all our customers to attempt to contact the Australia Post Broadband support team first when an issue arises so we can resolve your complaint. You can contact our support team on **1300 196 916**. Alternatively, you can email complaints@australiapostconnect.com.au

If you are not satisfied with the outcome, you can contact the Telecommunication Industry Ombudsman (TIO) on 1800 062 058 or you can visit tio.com.au/about-us/contact-us for more information.

Broadband Education Information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit www.commsalliance.com.au/BEP

Summary only

This document is a summary only. Australia Post Broadband may provide special offers for a limited period or to other customers. The full terms and conditions and other policies can be found on our website at australiapostconnect.com.au