



## Critical Information Summary – NBN™ Fixed Line Services Fibre to the Node/Building (FTTN/FTTB)

### Information about the service

NBN Fibre to the Node / Building is part of the National Broadband Network which uses a multi-mix of technology of Fibre and Copper lines to deliver a high speed broadband internet connection to your premises.

### Mandatory Requirements & Availability

This service requires an existing copper telephone line terminated at the premises. If you do not have an existing copper telephone line terminated at the premises or if your order is for a new building, we can assist you with the process involved to make your service ready for connection by nbn. The nbn fibre to the node/building service is only available within a nbn fibre to the Node / Building service area. You can check [www.ausinternet.com.au/nbncoverage](http://www.ausinternet.com.au/nbncoverage) to see what nbn technology is available to your location. Connections are determined by 3 Service class types:

**Service Class 11:** New Building/Copper Line, not yet connected to the nbn. This means that additional work such as lead-in line connection and jumpering is still required to be done by NBNCo before we can connect you. You will need to ensure internal building cabling is in place as well as the lead-in conduit to the pit. NBNCo technicians will only run a physical cable and attach it to the home, followed by jumpering the line at the NBN Node. For FTTB services, you'll need to ensure access to the MDF is available, and that there is a copper line running from the communications room / MDF to the apartment or tenancy. New Development charges of \$300 may apply where a connection is requested on a copper line that is not identified as the primary line to the premises. (ie: secondary services, granny flats etc)

**Service Class 12:** In Place copper line – ready to connect. This means that a service can be ordered, and an activation appointment can be made. Connection is usually a short 'jumpering only' appointment where a technician will connect your line to the NBN Node. In most cases, the technician will not require access to your premises, however to avoid delays, we do require someone to be available during the appointment timeslot just in case access is required.

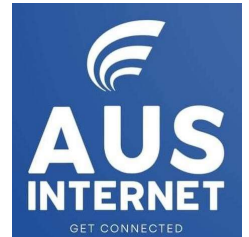
**Service Class 13:** Jumpering has previously been performed, and is ready for nbn. Connections or transfers do not require an NBN Technician appointment. Activations usually take 1-5 business days and are completed remotely.

### Minimum Term & Billing

Our nbn fixe line services have a minimum 1 calendar month connection term. For the purpose of billing, your services will be billed monthly in advance. Your initial bill will be a pro-rata of the remaining period of the month in which your service is connected by nbn. Eg: If your normal monthly plan cost is \$79.95 and your service was connected on the 10<sup>th</sup> day of August. Your initial bill will be for the remaining 21 days of August calculated as:  $(\$79.95 / 31 \text{ days}) \times 21 \text{ days} = \$54.16$ . This bill will be issued to you on the day of connection and payable within 7 days. All following bills will be issued on the 21<sup>st</sup> day of the month, and payable before the 28<sup>th</sup> day of the month. Where a service is connected between the 21<sup>st</sup> day and last day of the month, a single bill will be issued for the pro-rata amount and the following full month in advance. In this case, payment will be due within 7 days. Services not paid by due dates will be suspended.

### Fees and Charges

New Connection setup fee	: \$0.00	BPAY	: \$2.00 per payment
Churn from another provider	: \$0.00	Direct Debit Dishonour fee	: \$15.00
Direct Debit Fee (Bank Acct)	: \$0.00	Late Payment penalty	: \$5.00 per bill overdue
Direct Debit (Credit Card)	: 2.2% surcharge		



## Disconnection of Service (Non-Payment)

Where a payment is not made by close of business on the due date, or a payment fails to be debited, and the customer has failed to rectify the balance, services will be immediately suspended, and a late payment fee may be applied. If after a further 7 days the due balance has not been paid, the account will be terminated, and customers will need to request a new connection.

## Cancellation of Services

As there is no contract with our nbn products you may cancel at any time provided you give us a minimum of 30 days' written notice of your intention to terminate the service to [sales@ausinternet.com.au](mailto:sales@ausinternet.com.au). If the minimum notice is not provided, you will still be charged for the notice period. Where you have any pre-paid amounts over the notice period, we will refund this to you within 28 days following the notice period.

## Inclusions, Exclusions, Important conditions, Limitations & Restrictions

NBNCo does not need to supply any hardware or installation for Fibre to the Node / Building services. NBNCo's boundary of responsibility is the first point of connection / termination at your premises. Internal cabling is NOT the responsibility of NBNCo

An nbn compatible VDSL Modem is required to connect your equipment to the service. If you do not have a VDSL modem, Aus Internet can supply one to you. We have various models available for purchase.

Advertised plan speeds are based on the NBN peak theoretical speed of your chosen plan. AUS Internet will conduct a line qualification and speed estimate test prior to connecting your service to ensure we only sell you a plan, that your premises can achieve. Connection / modem synchronisation speed is then to be re-confirmed after connection, where we may need to reduce your plan to a product compatible with the speed capable on your line. Actual attainable speed will be dependent on factors including but not limited to location, line quality, distance from the node, number of outlets in your home, volume of traffic through the nbn network, your equipment, number of online users and download sources.

All plans provided by Aus Internet include unlimited data allowances. A Fair Use Policy may apply if your data usage exceeds the highest average of users across the network, or we feel that your data usage adversely impacts the experience of other users of the network. Aus Internet reserve the right to terminate services that are deemed to breach the Fair Use Policy.

## Customer Service Contact Info

Mailing Address : 5 Douglas Track, Speewah, QLD 4881

Sales : Phone - 07 4222-1111  
: Email - [sales@ausinternet.com.au](mailto:sales@ausinternet.com.au)

Technical Support : Phone - 07 4222-1111  
: Email - [support@ausinternet.com.au](mailto:support@ausinternet.com.au)

Billing : Phone - 07 4222-1111  
: Email - [billing@ausinternet.com.au](mailto:billing@ausinternet.com.au)

## Dispute Resolution Process

If you have a problem or complaint about your service, please contact our team on 07 4222-1111 and we will do whatever we can to assist you in resolving your concerns.