

## Aus Net Servers Australia NBN Internet Plans

### Information about the Service

This summary may not reflect any or all discounts or promotions which may apply from time to time

Plan	Small 25/10Mbps	Medium 50/20Mbps	Large 100/40Mbps	Extra Large 250/25Mbps
Speed	25/10Mbps	50/20Mbps	100/40Mbps	250/25Mbps
Monthly Data Allowance	Unlimited*	Unlimited*	Unlimited*	Unlimited*
IP Address	Dynamic / CGNAT <sup>^</sup>	Dynamic / CGNAT <sup>^</sup>	Dynamic / CGNAT <sup>^</sup>	Dynamic / CGNAT <sup>^</sup>
Support (Phone, Email & Chat)	Australian Only	Australian Only	Australian Only	Australian Only
NBN Compliant Router	Included for customers on a 24 Month Contract + \$20 delivery, \$199 + \$20 delivery for No Lock-in Contract customers			
Monthly Price	\$72.95	\$79.95	\$89.95	\$99.95
Minimum Cost, 24 Month Contract	\$1,750.80	\$1,918.80	\$2,158.80	\$2,398.80
Minimum Cost, No Lock-in Contract	\$79.95	\$89.95	\$99.95	\$126.95

<sup>air</sup> Usage Policy applies to ensure that everyone has access to the network <sup>^</sup> Dynamic / CGNAT IP Address is assigned to a service, this means that the IP address may change at any time. Customers can purchase a static IP Address for an additional cost per month.

Once Off Fees	No lock-in contract	24 month contract
Setup Fee	\$0	\$0
nbn™ New Development charge	Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.	
Router	You can buy a modem for \$199 with \$20 delivery We can provide a router for \$0 a month with \$20 delivery on all 24 month contracts.	
Early Termination Charge	n/a	Contract payout fee up to \$299.00
NBN Withdrawal Fee	If applicable and purely charged at the discretion of nbn™ an order withdrawal fee of \$299.00 may be charged for withdrawing an order where by nbn™ has commenced field works to connect an address to the network.	

## Inclusions & Exclusions

### Service Description

Aus Net Servers Australia's nbn™ Internet service is delivered via the National Broadband Network (nbn™) to the network boundary point of your premises.

### Availability

All nbn™ Internet plans are available at selected coverage areas and subject to infrastructure availability at customer's premises. To check for availability, please contact us on 1300 933 038 or use the address checker at [ausnetservers.com.au](http://ausnetservers.com.au)

### Service Speed & Guarantee

Actual throughput speeds may be slower and could vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users simultaneously using the network and performance of interconnecting infrastructure not operated by Aus Net Servers Australia. Devices connected by Wi-Fi and Powerline Adaptors may experience slower speeds than those connected by Ethernet cable.

### Information about Pricing

See Plan Table at start of Critical Information Summary Information about the Service This summary may not reflect any or all discounts or promotions which may apply from time to time

### Equipment required

If you do not already have the required nbn™ equipment installed inside your home, you or an authorised person(s) over 18 years of age will be required to be home on the day of installation for a technical visit.

By completing a sign up with us you are giving your consent for NBN Co to access your property and install any equipment required to connect your premises to the network. If we find that you will require a technical visit to perform the installation, we will advise you of the date and time after registration.

NBN Co retains ownership of any equipment they install during the roll out. The equipment will be maintained and serviced by NBN Co. If you choose to install the router for you internet in a place other than next to the NTD, you will need to organise internal wiring between the NTD and your router.

Aus Net Servers Australia is not able to assist with nor take responsibility for the internal wiring should it fail. Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain. You need an approved nbn™ compatible router to connect your devices to the Aus Net Servers Australia nbn™ Broadband service.

### Moving Address – No lock-in contract:

If we can provide a service at the new address, you will need to pay any relevant set up fees and connections fees required for your new address. Talk to us about what options are available to you in moving your service to your new address.

# Critical Information Summary – Residential NBN Internet Plans

## Minimum Term

Aus Net Servers Australia 's NBN™ Internet plans are supplied on either a no lock-in contract term (customers are able to terminate the service by giving 30 days' notice), or 24 month contract term (early termination fees apply). See the Minimum Total Cost applicable to each plan in the information about pricing section. No pro-rata credits or refunds are offered for services cancelled mid-month, any post paid costs will also be applied.

## Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. Your invoice is due 14 days after issue and can be paid via the payment methods on the invoice. Direct debit can be setup through our portal at [www.ausnetservers.com.au/myaccount](http://www.ausnetservers.com.au/myaccount)

## Usage Information:

You can monitor your internet usage by logging into your Account online at [www.ausnetservers.com.au/myaccount](http://www.ausnetservers.com.au/myaccount)

### Fibre to the Node limitations:

If you sign up on a 50M Fibre to the Node service the actual plan is 25M-50M or if you sign up on a 100M Fibre to the Node service the actual plan is 25M-100M If you are on Fibre to the Node, your service may be subject to coexistence, if your service is subject to co-existence, nbn™ only guarantee 12M.

### Fixed Wireless limitations:

If you sign up on a 50M Fixed Wireless service the actual plan is 25M-50M. 100M is not available on Fixed Wireless.

## Customer Service Contact Details

You can contact Aus Net Servers Australia customer service for sales via 1300 933 038 option 1 or by emailing [sales@ausnetservers.com.au](mailto:sales@ausnetservers.com.au), 1300 933 038 option 2 for support or email [support@ausnetservers.com.au](mailto:support@ausnetservers.com.au) or 1300 933 038 option 3 for billing and account or by emailing [billing@ausnetservers.com.au](mailto:billing@ausnetservers.com.au).

## Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please contact us again to have your matter escalated to senior management.

## 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 [tio.com.au/making-a-complaint](http://tio.com.au/making-a-complaint).

## Moving Address – 24 Month contract:

If we can provide a service to your new address, we will waive the cancellation fee when you connect up at your new address on new contract. You will need to pay any relevant set up and connection fees for the new service. Talk to us about what options are available to you in moving your service to your new address. If you move house to an area we cannot provide an internet service to, you will be released from your contract and the early termination fee of \$399 will be charged.

## Late payment:

A fee of \$15 applies to those who pay their invoice after the due date. If you find you are having issues meeting the due date on your invoice, please contact our Accounts & Billing department at least 2 days before the due date of your invoice to set up an alternative payment plan.

## Direct debit dishonour fee:

A \$5 dishonour fee is applicable to direct debits that are rejected by the customer's financial institution.

## NBN charges:

Additional once off \$300 charge applies if your premises is identified by nbn™ as being within the site boundary of a new development. Other nbn™ charges may also apply to some Fibre to the Node or HFC addresses where a copper line or additional hardware needs to be installed or nbn™ are unable to validate an existing line. Additional concurrent connections to the NBN network may incur a subsequent install charge of \$299

## Promotion Conditions:

Promotions are available to new customers only; and not available to existing Aus net Servers Australia customers or former customers, not available for current Aus Net Servers Australia services transferred to a new customer, not available for an address that has had a Aus Net Servers Australia service active in the last 3 months.

## Contact Us

### Sales:

#### By Phone

1300 933 038  
9AM-10PM Mon-Fri  
9AM-7PM Sat & Sun

#### By Email:

[sales@ausnetservers.com.au](mailto:sales@ausnetservers.com.au)  
24x7x365

### Technical Support:

#### By Phone

1300 933 038  
9AM- 10PM Mon-Fri  
9AM-10PM Sat & Sun

#### By Email:

[support@ausnetservers.com.au](mailto:support@ausnetservers.com.au)  
24x7x365

### Billing:

#### By Phone

1300 933 038  
9am-10pm Mon-Fri  
9am-7pm Sat & Sun

#### By Email:

[billing@ausnetservers.com.au](mailto:billing@ausnetservers.com.au)  
24x7x365

### Australian Public Holidays: Closed

### Victorian Public Holiday: Weekend Hours

Level 1 35-37 Peel Street Bakery Hill,  
Victoria 3350

ABN: 25162013194  
ACN: 162 013 194

Sales / Support / Billing: 1300 933 038  
Network Operations Centre: 1300 990 293

All times are Melbourne local time. GMT +10.