

NBN 500Mbps Unlimited Internet

INFORMATION ABOUT THE SERVICE

This plan is only available on nbn™ Fibre (FTTP) or nbn™ HFC.

The plan includes unlimited downloads per month at up to 500Mbps and unlimited uploads at up to 50Mbps.

Service availability

This service is not available in all areas. If we cannot provide the service we'll cancel and refund your order.

Minimum term

The minimum term is 1 month.

Your home broadband data allowance

Unlimited data.

What's included

- Unlimited Downloads.
- Unlimited uploads.

Static IP optional – \$5/month.

- Static IP address is optionally available for \$5/month

INFORMATION ABOUT PRICING

Monthly Fee \$95

Total Minimum Plan Costs

The total minimum plan cost is 1 month at \$95.

Average Data Cost

Average cost of 1MB of data is \$0

Setup Fee - FREE

New Development Fee

Where nbn™ is to be installed in a location nbn™ specify as a "Greenfields" an nbn™ New Development Fee of \$300 may be charged by NBN. Where this fee is applicable, Australia On Line will advise you and you may choose to cancel your order for a service. If you elect to proceed with your order, Australia On Line will charge you the fee and pass it on to NBN.

Additional Service Fee

Where an NBN service additional to one already connected to the premises is required, NBN may charge a \$300 NBN additional service fee. Where this fee is applicable, Australia On Line will advise you and you may choose to cancel your order for a service. If you elect to proceed with your order, Australia On Line will charge you the fee and pass it on to NBN.

INSTALLATION

Where new service installation is required:-

The property owner or their approved representative needs to be present at the NBN install appointment to approve nbn™'s intended works and agree where in the premises they'll site the nbn™ end point.

In the event the property owner and nbn™ fail to agree, the property owner may refuse approval to install and may cancel the order.

Install appointments

Where required we'll arrange an nbn™ appointment.

Cabling

nbn™ will connect your premises to nbn™. It is up to you to arrange any further cabling within.

BROADBAND SPEEDS

500Mbps down and 50Mbps up are the nbn™ port speeds.

Actual speeds may be slower due to limitations of the modem/router or Wi-Fi. Speed may be affected by a range of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by us.

EQUIPMENT

You may purchase a router from us or BYO.

PHONE SERVICE

No phone service is available with this plan.

Battery backup

nbn™ fibre battery backup to is not an option.

Medical Priority

Australia On Line does not provide medical priority and we do not accept any responsibility for the continued supply of service in the event of life threatening medical conditions.

OTHER INFORMATION

Track your call and data usage

To track your usage sign in to <http://usage.australiaonline.net.au>

If you have a query about your usage, please send an email to support@australiaonline.net.au with your query.

Billing History

To review your billing, sign in to <http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to accounts@australiaonline.net.au detailing your concern.

Billing

You'll be billed in advance for the minimum monthly charge on the third Victorian business day each month.

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding. 29c processing fee applies to credit card transactions.

Service Cancellation

To cancel your service you must notify us of cancellation by sending an email to disconnect@australiaonline.net.au specifying :-

- The address where the service is located.
- Your name and date of birth
- The date you wish the service to be disconnected

Transferring to another provider doesn't in itself stop us being charged and therefore doesn't stop us charging you, whether you are continuing to make use of the service or not.

Fees charged in advance are not refundable.

7 days email notice of cancellation required.

We will send an email confirming cancellation.

We cannot be held responsible for the refund of access fees where you have not received acknowledgment of cancellation.

TERMINATION

If we determine in our sole discretion that the use of the service is unreasonable, accruing financial liability to us or likely to impair other users' then we may terminate supply of the service without notice.

WARRANTY

This service is not guaranteed to be interruption or error free. The service may be interrupted by a service fault or nbn™ undertaking repair works or upgrades.

Australia On Line's sole liability in respect of this service is limited to resupply of the service or credit for fees paid for the period of service unavailability.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

We're here to help

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

Complaints or disputes

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at management@australiaonline.net.au

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058.

For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at; <http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf>