

## NBN Bundles

### Information about the service

The NBN™ Bundle is a Broadband and Phone service delivered on the NBN™ network using (FTTP, FTTB, FTTN, FW OR HFC) to deliver broadband to your premises.

#### Required Services & Availability

The NBN™ Bundle is only available within the NBN™ (FTTP, FW, FTTB, FTTN or HFC) ready for service area. NBN™ availability can be checked using the coverage checker on the fibre2air website.

#### Equipment Required

To use the service, you require a NBN™ compatible modem/router. Your modem will need to be Wi-Fi or VoIP enabled if you want to connect wireless devices or make use of your included NBN™ Phone service. These may be purchased from the Fibre2air. You will also need a standard phone handset to use NBN™ Phone service.

#### Information about Pricing

Monthly Charges

Plan Name	Monthly Included Data	Monthly charge	Total Min. Cost (No Lock-in Contract)	Total Min. Cost (12 months Contract)	Total Min. Cost (24 months Contract)	Unit Cost 1GB of data included in plan
Swift 12	10GB	\$44.99	\$213.99	\$599.87	\$1079.76	\$4.49
Swift 12	200GB	\$49.99	\$218.99	\$659.87	\$1,199.76	\$0.24
Swift 12	Unlimited	\$59.99	\$228.99	\$779.87	\$1,439.76	N/A
Snappy 25	10GB	\$54.99	\$223.99	\$719.87	\$1,319.76	\$5.49
Snappy 25	200GB	\$59.99	\$228.99	\$779.87	\$1,439.76	\$0.29
Snappy 25	Unlimited	\$69.99	\$238.99	\$899.87	\$1,679.76	N/A
Screamin'50	10GB	\$59.99	\$228.99	\$779.87	\$1,439.76	\$5.99
Screamin'50	200GB	\$64.99	\$233.99	\$839.87	\$1,559.76	\$0.32
Screamin'50	Unlimited	\$69.99	\$238.99	\$899.87	\$1,679.76	N/A
Supersonic 100	10GB	\$74.99	\$243.99	\$959.87	\$1,799.76	\$7.49
Supersonic 100	200GB	\$79.99	\$248.99	\$1,019.87	\$1,919.76	\$0.39
Supersonic 100	Unlimited	\$89.99	\$258.99	\$1,139.87	\$2,159.76	N/A

If you exceed your data quota, the service speed will be limited to 256kbps until the end of your billing month. In Fixed Wireless coverage areas, only 12Mbps/1Mbps and 25Mbps/5Mbps options are available.

#### Optional NBN Voice

Phone Package	PayG \$5.00	National Package \$10.00	Unlimited Package \$20.00
Local calls	15 Cents Per Call	Unlimited	Unlimited
National Calls	15 Cents Per Min	Unlimited	Unlimited
Mobile Calls	25 Cents Per Min	25 Cents Per Min	Unlimited
13/1300 Calls	35 Cents Per Call	35 Cents Per Call	35 Cents Per Call
International Calls	Please see rates card	Please see rates card	Please see rates card

- Timed calls are billed in 60-second increments.
- Calls to 19/1900 services are not available on the fibre2air NBN™ Phone service.
- This service will not work if there is an interruption to your internet connection. That includes dialing emergency numbers; 000. This service is not suitable for people with life threatening medical conditions that require priority assistance.

### Upfront Activation Charges

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

No Lock-in Contract	12 Month Contract	24 Month Contract
\$169.00	\$59.99	\$0.00

- Any cabling required past the Network Boundary Point is your responsibility. Non-standard installations will incur additional charges which are payable by you.
- The activation charge does not include any additional charges such as lead-in or additional cabling which may be required, equipment such as splitters, missed appointment fees, or any other complex issues which require additional work that may be discovered during the installation.

### Upfront Hardware Charges

Product	Hardware Price	Postage Charges
Standard - Netcomm NF10WV	\$ 69.99	\$14.95
Advanced - Netcomm NF18ACV	\$119.99	\$14.95

The hardware provided will auto-configure with the Fibre2air network once the service is activated and the device is connected.

### New Developments Charge

If you're in a new development and not already connected to the NBN™, NBN™ Co may charge \$300 to connect your premises to NBN™ services. If applicable, the charge will be passed to you through fibre2air.

If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN™ Co equipment, including where it is installed within your premises.

### Early Termination Charges

Contract	Fees
No Lock-in Contract	\$0
12 Month Contract	Upto \$250
24 Month Contract	Upto \$350

### Other Information

#### Usage Information

To check your current usage levels. login to 'My Account' at [www.fibre2air.com.au/myaccount](http://www.fibre2air.com.au/myaccount) or download the fibre2air mobile app.

#### Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

#### Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

#### Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to [fibre2air.com.au/payments](http://fibre2air.com.au/payments) or contact us.

#### We're here to help

Please visit [fibre2air.com.au/contact](http://fibre2air.com.au/contact) if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

#### Complaint or Disputes

If you have a problem or complaint about your service go to [fibre2air.com.au/complaints](http://fibre2air.com.au/complaints) where you will find full contact details and information about how to resolve it.

#### 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 online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)