NBN 500Mbps Unlimited Internet

- Discounted for 3 months

INFORMATION ABOUT THE SERVICE

This plan (the Service) is available only via :-

nbn™ Fibre to the Premises - FTTP,
nbn™ Hybrid Fibre Coax - HFC

with unlimited data up to 500Mbps to you [down] and up to 50Mbps from you [up].

Service availability

The Service is available to all premises with access to nbn™ FTTP or HFC networks.

Minimum service term: 1 month

Broadband monthly data allowance: Unlimited

What's included:

Unlimited Downloads & unlimited uploads.

Static IP (optional): $5/month

INFORMATION ABOUT PRICING

Monthly Fee: $49.95/month for first 3 months then $95/month

Total Minimum Plan Costs: 1 month @ $49.95

Average Data Cost of 1MB of data: $0

Setup Fee: FREE

New Development Fee

nbn™ classifies some newly built premises as *Greenfields* and may charge a $300 fee the first time internet is activated there.

We will advise if this fee applies to you, if you then choose to proceed with the order we will charge you the fee and pass it on to nbn™.

Additional Service Fee

Where an additional nbn™ service is requested at premises with an existing nbn™ service, nbn™ may charge a $300 nbn™ *Additional Service Fee*. We will advise if this fee is applicable to you, whereupon you may choose not to proceed. If you elect to proceed with your order, Australia On Line will charge you the fee and pass it on to nbn™.

INSTALLATION

Where installation of a new service is required:-

Install appointments

If required we'll book an nbn™ install appointment and advise you of when.

The property owner or delegate [you] needs to be at the nbn™ install appointment to oversight and approve of any NBN intended works and placement of the in-house nbn™ end point.

If you don't approve of nbn™ intended works or nbn™ intended location of the nbn™ end point you may cancel the appointment and the install.

Additional Cabling

It is up to you arrange at your cost any additional cabling you may desire to augment the nbn service to connect any of your devices to the nbn endpoint via a cable rather than Wi-Fi.

BROADBAND SPEEDS

nbn™ port speeds: 500Mbps down, 50Mbps up.

Actual speed experienced may be less due to limitations of the modem/router, the Wi-Fi signal strength, the source and type of content downloaded, the number of users and performance of infrastructure not operated by us.

EQUIPMENT

Routers are available for purchase from us or you may bring your own (BYO), We'll use our best efforts to assist you with setting up your router.

PHONE SERVICE

No home phone service is included with this plan.

Battery backup

The legacy nbn™ FTTP battery backup is no longer an available option.

Medical Priority, Security video equipment

"Medical Priority" or a guarantee of service continuity for the medically vulnerable is not available. Australia On Line relies upon third parties such as nbn™ to deliver the Service, consequently we cannot guarantee continuous service to those with medical conditions or those with monitoring equipment such as cctv.

OTHER INFORMATION

Track your call and data usage

http://usage.australiaonline.net.au

Any usage queries to support@australiaonline.net.au

Billing History

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

Accounts queries to accounts@australiaonline.net.au

Billing

Billing is monthly in advance on the 3rd of each month unless we otherwise agree or advise.

Your first payment occurs prior to your order proceeding and consists of any applicable upfront costs such as equipment sale, any applicable NBN fees and the first monthly fee.

Where payment for the Service is declined or otherwise overdue, we may suspend or disconnect the Service without notice and without any credit being due you for the period of service suspension.

Service Cancellation

To cancel the Service and ensure cessation of charges you must notify us via email to disconnect@australiaonline.net.au at least 7 days prior and specify the service address, your name, date of birth & date to disconnect.

We will reply to your email with confirmation. No refund of monthly fees is due where you think you've canceled but you haven't received our confirmation and haven't contacted us.

Fees charged in advance are not refundable.

Any claim by other providers that they'll contact us on your behalf to terminate your Service are false since third party service disconnection is a violation of privacy laws.

If you transfer to another provider, you must notify us of cancellation as above, to avoid continuing to pay for this Service.

To ensure cancellation of your Service and cancellation of any further billing you must notify us of cancellation as above.

TERMINATION

We may terminate the Service to you without notice and without refund where we in our sole discretion conclude that your use of the Service is either illegal, unreasonable, imposing additional financial liability on us or likely to impair our service delivery to other user's.

WARRANTY

We do not guarantee the service is interruption free given the Service may at times be interrupted by faults or nbn™ works,.

Australia On Line's sole liability in respect of the Service is limited to resupply of the Service or crediting fees to your account for a period of service unavailability.

By using this Service you agree to indemnify and hold Australia On Line Pty Ltd harmless of any claims for damages either from yourself or third parties, including but not limited to any claims for losses, violation of copyright, claims for consequential damages, claims for loss of profit or claims for loss of income.

We're here to help

If you have questions or require assistance please call us on 1300 650 661 or (03) 8330 4900

Complaints or disputes

If you have a dispute or complaint about this 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

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

Full legal terms are available at; http://www.australiaonline.net.au/legal/StandardFormOfAgreement.pdf