

Information About The Service

The Service

ACN's nbn™ broadband service delivers high-speed broadband via the National Broadband Network (nbn™) to the network boundary point of your premises.

Bundling Requirements

We do not require that you bundle this service with any other service.

Equipment

Term (months)	Hardware Price	Delivery Fee
12	\$50.00	\$13.95
24	Free Modem	

Connection Fee

A one-off connection fee of \$49 applies to customers activating a new nbn™ broadband service with ACN.

Minimum Term

There is a 12 or 24 month term with these plans.

Limitations and qualifications

nbn™ plans are available to residential and small business users.

nbn™ services may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Visit the ACN website to check your service availability.

Installation

You may require a technician appointment to have the ACN nbn™ broadband service installed. You must obtain permission from the owner of the property (if this is not you) and be over the age of 18. ACN does not support professional installation or in-home wiring.

Broadband Speed

ACN offers a choice of four nbn™ connection speeds: up to 12/1 Mbps; 25/5 Mbps; 50/20 Mbps; and 100/40 Mbps*.

*The download and upload speeds stated are the maximum theoretical speed that can be delivered. ACN makes no guarantees of any kind on the actual speeds that will be achieved by any individual user as we rely on our supplier to ensure services are provisioned to deliver optimum speeds at all times.

Speeds that customers experience on these services are affected by a number of factors such as the content being downloaded by the end-user, your distance from an exchange, the network connecting the exchange, the hardware, software, and software configuration. Devices connected by Wi-Fi™ may experience slower speeds than those connected by ethernet cable.

Information About Pricing

Minimum monthly charge

The minimum monthly charge for each nbn™ Broadband plan is specified in the table on page 2.

Early Termination Fee (ETF)

An Early Termination Fee (ETF) will apply if you cancel or transfer your service within your minimum agreement term. The ETF is \$18.00 for each full and partial remaining month of the remainder of the agreement term. The maximum ETF is \$216 on a 12 month term and \$432 on a 24 month term.

Plan change fee

You can move to another plan within the table of plans detailed on page 2 within your minimum term without penalty. You are permitted to make three such plan changes within the minimum 12 or 24 month term.

You can change your plan in MyAccount or by calling ACN Customer Service. Plan changes via Customer Service will incur a \$5.50 admin fee. You cannot make more than one plan change request, in a calendar month.

Excess Usage Charges

Once your allocated data allowance has been used the speed of your service will be decreased (known as shaping) to 256kbps for the rest of the monthly billing cycle. No excess usage charges apply.

Additional Data

Additional data blocks are not available for your nbn™ service. Speed shaping to 256kbps will apply when you go over your data limit.

Additional Charges

If you choose:	Charge
To receive paper invoices via Australian Post	\$2.60 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	\$3.15 per payment made
To make a payment using a credit card (Visa or MasterCard Only)	1.5% of the total payment amount (waived for direct debit)

Speed*	Data allowance	Minimum monthly charge	Total minimum cost over 12 months	Total minimum cost over 24 months	Cost of 1GB of data (included in plan)	Cost of 1GB of data (excess data)
12/1 Mbps†	100GB	\$55.00	\$772.95	\$1,320.00	\$0.55	Speed shaping to 256kbps
12/1 Mbps†	500GB	\$70.00	\$952.95	\$1,680.00	\$0.14	
12/1 Mbps†	1000GB	\$85.00	\$1,132.95	\$2,040.00	\$0.09	
25/5 Mbps†	100GB	\$65.00	\$892.95	\$1,560.00	\$0.65	
25/5 Mbps†	500GB	\$80.00	\$1,072.95	\$1,920.00	\$0.16	
25/5 Mbps†	1000GB	\$95.00	\$1,252.95	\$2,280.00	\$0.10	
50/20 Mbps	100GB	\$75.00	\$1,012.95	\$1,800.00	\$0.75	
50/20 Mbps	500GB	\$90.00	\$1,192.95	\$2,160.00	\$0.18	
50/20 Mbps	1000GB	\$105.00	\$1,372.95	\$2,520.00	\$0.11	
100/40 Mbps	100GB	\$85.00	\$1,132.95	\$2,040.00	\$0.85	
100/40 Mbps	500GB	\$100.00	\$1,312.95	\$2,400.00	\$0.20	
100/40 Mbps	1000GB	\$115.00	\$1,492.95	\$2,760.00	\$0.12	

†12/1 Mbps and 25/5 Mbps speeds are deliverable over nbn™ FTTP & Fixed Wireless infrastructure. 50/20 Mbps and 100/40 Mbps can be delivered over nbn™ FTTP infrastructure only.

Other Information

Usage Information

To access information about your data usage please log into the MyAccount portal myaccount.acnpacific.com.au

Customer Service

For customer service and to access ACN's internal dispute resolution scheme, please call us on **1300 881 778** or visit acnpacific.com/contact-us

TIO information

If we can't solve your complaint to your satisfaction you may forward your complaint to the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**. Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. For full contact information visit www.tio.com.au/about-us/contact-us

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We will bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge and any additional data you may have purchased. Your first invoice will be higher because it includes a partial Plan Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

This is a summary only. For the full pricing, terms and conditions applicable to this service, please visit acnpacific.com