

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. Our voice service uses ACN's Voice over Internet Protocol (VoIP) network. This service is available on a number of different plans.

Bundling requirements

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

Equipment

Term (months)	NBN Delivery Technology	Hardware Price	Delivery Fee
12	FTTP / FW / HFC	\$39.00	\$13.95
24	FTTP / FW / HFC	*Free Modem & Delivery	
12	FTTN / B	\$89.00	\$13.95
24	FTTN / B	*Free Modem & Delivery	

*Existing ACN customers, who are upgrading or changing plans, from an ACN VoIP related service (Talk, Envision, nbn™ Bundle) and already have an ATA, will not receive a new ATA.

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. ACN's Acceptable Use Policy applies. 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.

Activation and Connection fees

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

If you're in a new development and not already connected to nbn™, a \$300 New Development Charge may also be applied by NBN Co.

If you request the installation of an additional nbn™ service, a \$300 subsequent installation charge may also be applied by NBN Co. A subsequent installation means the installation of a second (or additional) nbn™ service at a premise that already has a connected nbn™ service.

Broadband speeds

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 and the quality of the copper from the node or basement for FTTN / B services, the hardware, software, and software configuration. Devices connected by Wi-Fi™ may experience slower speeds than those connected by Ethernet cable.

Co-Existence Period

A Co-existence Period may exist for services using nbn™ FTTP and FTTN. During this period exchange based ADSL and/or special services may co-exist on the same network infrastructure as the nbn™ services. In this case, optimal speeds may not be possible due to interference from equipment or network provided by other services.

Information About Pricing

Minimum monthly charge

The minimum monthly charge for each nbn™ Broadband + Voice Bundle plan is specified in the table on page 2. You pay an additional amount for calls which are not included in the relevant plan during the month.

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 via MyAccount or 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.

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.

Excess usage charges

Once your allocated data allowance has been used the service will be shaped down for the rest of the monthly billing cycle. No excess usage charges will apply.

Additional Data

You have the option to purchase additional data blocks via www.acnpacific.com/myaccount if you exceed your data allowance. This additional data allowance will expire at the end of your next billing cycle.

Data block allowance	Charge
10GB	\$10.00
20GB	\$15.00
50GB	\$30.00
100GB	\$50.00
200GB	\$80.00

Additional charges

If you choose:	Charge
To receive paper invoices via Australia Post	\$2.60 per paper invoice (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	NBN Delivery Technology	Minimum Monthly Charge	Total Minimum Cost over 12 months	Total Minimum Cost over 24 months	Cost of 1GB of data (included in plan)	Speed Shaping
12/1 Mbps	100GB	FTTP / FW / HFC	\$60.00	\$821.95	\$1,489.00	\$0.50	Speed Shaping Customers ordering prior to 4/10/16 will be shaped at 256kbps Customers ordering after 4/10/16 to be shaped at 128kbps
12/1 Mbps	500GB	FTTP / FW / HFC	\$75.00	\$1,001.95	\$1,849.00	\$0.13	
12/1 Mbps	1,000GB	FTTP / FW / HFC	\$90.00	\$1,181.95	\$2,209.00	\$0.08	
12/1 Mbps	Unlimited**	FTTP / FW / HFC	\$90.00	-	\$2,209.00	-	
25/5 Mbps	100GB	FTTP / FW / HFC	\$70.00	\$941.95	\$1,729.00	\$0.60	
25/5 Mbps	500GB	FTTP / FW / HFC	\$85.00	\$1,121.95	\$2,089.00	\$0.15	
25/5 Mbps	1,000GB	FTTP / FW / HFC	\$100.00	\$1,301.95	\$2,449.00	\$0.09	
25/5 Mbps	Unlimited*	FTTP / FW / HFC	\$100.00	-	\$2,449.00	-	
50/20 Mbps	100GB	FTTP / FW / HFC	\$80.00	\$1,061.95	\$1,969.00	\$0.70	
50/20 Mbps	500GB	FTTP / FW / HFC	\$95.00	\$1,241.95	\$2,329.00	\$0.17	
50/20 Mbps	1000GB	FTTP / FW / HFC	\$110.00	\$1,421.95	\$2,689.00	\$0.10	
50/20 Mbps	Unlimited*	FTTP / FW / HFC	\$110.00	-	\$2,689.00	-	
100/40 Mbps†	100GB	FTTP / HFC	\$90.00	\$1,181.95	\$2,209.00	\$0.80	
100/40 Mbps†	500GB	FTTP / HFC	\$105.00	\$1,361.95	\$2,569.00	\$0.19	
100/40 Mbps†	1000GB	FTTP / HFC	\$120.00	\$1,541.95	\$2,929.00	\$0.11	
100/40 Mbps†	Unlimited*	FTTP / HFC	\$120.00	-	\$2,929.00	-	
12/1 Mbps	100GB	FTTN / B	\$60.00	\$871.95	\$1,489.00	\$0.50	
12/1 Mbps	500GB	FTTN / B	\$75.00	\$1,051.95	\$1,849.00	\$0.13	
12/1 Mbps	1,000GB	FTTN / B	\$90.00	\$1,231.95	\$2,209.00	\$0.08	
12/1 Mbps	Unlimited**	FTTN / B	\$90.00	-	\$2,209.00	-	
25/5 Mbps	100GB	FTTN / B	\$70.00	\$991.95	\$1,729.00	\$0.60	
25/5 Mbps	500GB	FTTN / B	\$85.00	\$1,171.95	\$2,089.00	\$0.15	
25/5 Mbps	1,000GB	FTTN / B	\$100.00	\$1,351.95	\$2,449.00	\$0.09	
25/5 Mbps	Unlimited*	FTTN / B	\$100.00	-	\$2,449.00	-	
50/20 Mbps	100GB	FTTN / B	\$80.00	\$1,111.95	\$1,969.00	\$0.70	
50/20 Mbps	500GB	FTTN / B	\$95.00	\$1,291.95	\$2,329.00	\$0.17	
50/20 Mbps	1000GB	FTTN / B	\$110.00	\$1,471.95	\$2,689.00	\$0.10	
50/20 Mbps	Unlimited*	FTTN / B	\$110.00	-	\$2,689.00	-	
100/40 Mbps†	100GB	FTTN / B	\$90.00	\$1,231.95	\$2,209.00	\$0.80	
100/40 Mbps†	500GB	FTTN / B	\$105.00	\$1,411.95	\$2,569.00	\$0.19	
100/40 Mbps†	1000GB	FTTN / B	\$120.00	\$1,591.95	\$2,929.00	\$0.11	
100/40 Mbps†	Unlimited*	FTTN / B	\$120.00	-	\$2,929.00	-	

Phone call charges

Plan	100GB nbn™ + Voice	500GB nbn™ + Voice	1,000GB / Unlimited* nbn™ + Voice
Monthly VoIP Plan Fee	\$10	\$10	\$10
Local calls	Unlimited*	Unlimited*	Unlimited*
National calls	Unlimited*	Unlimited*	Unlimited*
Calls to Australian Mobiles	19¢ per min	19¢ per min	Unlimited*
Calls to Australian Mobiles calling cap	-	-	-
Cost of making a two minute standard national mobile call	38¢ per min	38¢ per min	-
Calls to 13/1300 numbers	30¢ per call		
Calls to 19/1900 numbers	Service not supported		
ACN-to-ACN calls	Unlimited* local & national calls within Australia & 21 other countries		
Calls to included International destinations	Standard Rates	Unlimited* International Calls to landlines in 45 destinations and mobiles in 22 destinations	Unlimited* International Calls to landlines in 90 destinations and mobiles in 38 destinations
Calls to International destinations	View rates at: www.acnpacific.com/international-voip-rates/		

†. 100/40Mbps not available for Fixed Wireless customers. *Only available to new services or existing ACN Mega Bundle Unlimited and ACN Mega ADSL Unlimited services upgrading to ACN nbn™. **Only available to existing ACN Mega Bundle Unlimited and ACN Mega ADSL Unlimited services upgrading to ACN nbn™

Other Information

Usage information

To access information about your call and data usage, please log into your MyAccount portal www.acnpacific.com/myaccount

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please visit www.acnpacific.com/contact-us or see our complaints policy at www.acnpacific.com/policies

TIO information

If we can't resolve 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 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 www.acnpacific.com