

Information About The Service

The Service

ACN's nbn™ Broadband + Voice service combines our high-speed broadband service over fibre optic and fixed wireless infrastructure to the network boundary point of your premises using the nbn™ network. Our voice service uses ACN's Voice Over Internet Protocol (VoIP) network. The 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

The service comes standard with a modem charged at \$29.00 plus \$13.95 for delivery and an Analogue Telephone Adaptor (ATA) at no charge. To make and receive calls you will also need a standard (analogue) phone handset.

Connection fee

A one-off connection fee of \$49.00 applies to customers activating a new fibre or fixed wireless broadband service with ACN.

Minimum term

There is a 12 month minimum term. You can move to any of the plans detailed on page 2 within your minimum term without penalty. You are permitted to make 3 such plan changes within the minimum 12 month term.

Limitations and qualifications

The service is available to residential and small business users. ACN's Acceptable Use Policy applies.

The service 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. Please visit the ACN website to check your service availability.

Installation

A technician may be required to install your ACN nbn™ service. ACN reserves the right to charge for non-standard installations. To have the ACN nbn™ service installed, you must obtain permission from the owner of the property and be over 18 years of age.

Broadband speeds

ACN offers a choice of 3 nbn™ connection speeds: up to 12/1 Mbps, 25/5 Mbps and 100/40 Mbps*.

*The download and upload speeds stated are the maximum that each type of link can deliver. 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 + 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.

Early termination fee (ETF)

An Early Termination Fee (ETF) will apply if you cancel or transfer this service within your minimum agreement term. The ETF is \$15.00 for each full and partial remaining month of the remainder of the agreement term. The maximum ETF is \$180.00.

Excess usage charges

Once your allocated data allowance has been used the service will be shaped to 256kbps for the rest of the monthly billing cycle. No excess usage charges will apply.

Additional data

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

Additional charges

If you choose:	Charge
To receive paper invoices via Australia Post	\$2.20 per paper invoice received (there is no charge if you receive your invoice via email)
To make a payment in person at Australia Post	\$2.93 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)

Monthly charges – Broadband					
Speed*†	Data allowance	Minimum monthly charge	Total minimum cost	Cost of 1GB of data (included in plan)	Cost of 1GB of data (excess usage)
12/1 Mbps	50GB	\$69.00	\$962.90	\$1.18 per GB	Speed shaping to 256kbps
12/1 Mbps	250GB	\$79.00	\$1,082.90	\$0.28 per GB	
12/1 Mbps	500GB	\$89.00	\$1,202.90	\$0.16 per GB	
25/5 Mbps	50GB	\$79.00	\$1,082.90	\$1.38 per GB	
25/5 Mbps	250GB	\$89.00	\$1,202.90	\$0.32 per GB	
25/5 Mbps	500GB	\$99.00	\$1,322.90	\$0.18 per GB	
100/40 Mbps	50GB	\$99.00	\$1,322.90	\$1.78 per GB	
100/40 Mbps	250GB	\$109.00	\$1,442.90	\$0.40 per GB	
100/40 Mbps	500GB	\$119.00	\$1,562.90	\$0.22 per GB	

Monthly charges - Voice			
Plan	nbn™ Voice – S (bundled with 50GB plans)	nbn™ Voice – M (bundled with 250GB plans)	nbn™ Voice – L (bundled with 500GB plans)
Local calls	Unlimited ¹	Unlimited ¹	Unlimited ¹
National calls	Unlimited ¹	Unlimited ¹	Unlimited ¹
Calls to Australian mobiles	15¢ per min	15¢ per min	Unlimited ¹
Calls to Australian mobiles calling cap	-	-	-
Cost of making a two minute standard national mobile call	30¢	30¢	-
Calls to 13/1300 numbers	30¢ per call		
ACN-to-ACN calls	Unlimited ¹ local & national calls within Australia		
Calls to included International destinations (first 60 mins per call)	¹ Zero rating to 20 international destinations	¹ Zero rating to 40 international destinations	¹ Zero rating to 85 international destinations
Calls to other International destinations	View rates at: acnpacific.com/international-voip-rates/		

†12/1 Mbps and 25/5 Mbps speeds are deliverable over nbn™ Fibre and Fixed Wireless Infrastructure. 100/40 Mbps can be delivered over Fibre Infrastructure only.

¹ACN's Acceptable Use Policy applies.

Other Information

Usage information

To access information about your call and data usage, please log into your 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 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 acnpacific.com