

Information about the service

The service

The Family NBN Bundle consists of:

- an ACN telephone service on the NBN that provides a telephone number and enables you to make and receive calls; and
- an ACN broadband service on the NBN to access the Internet.

Bundling requirements

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

Equipment

The Family NBN Bundle plan comes with the use of a Home Network Gateway. If the unit is damaged, ACN may charge you a fee to repair or replace it.

Installation

Up to two technicians may be required to install your ACN NBN service, one from NBN Co and the other from ACN (if the Professional Installation option is chosen). 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.

Minimum term

There is a 24 month minimum commitment associated with this plan, however you can move to another ACN NBN plan within your 24 month committed term without penalty.

If your telephone and broadband service on the NBN is delivered by a fibre connection, you won't be able to move back to any services on the existing copper network.

Call charges and inclusions

Description	Rate	Call Connection Fee
Local Calls	Included	Not applicable
National Calls	Included	Not applicable
Calls to Australian Mobiles	\$0	\$1
Calls to 13/1300 numbers	35¢ per call	Not applicable
Calls to International numbers	View rates at: acnpacific.com.au	42¢

ACN-2-ACN calling*

Description	Rate
ACN-2-ACN Local calls	No charge
ACN-2-ACN National calls	No charge fee applies

*ACN's Acceptable Use Policy applies.

Broadband limitations and qualifications

Your broadband data usage allowance is 250GB per monthly billing cycle. Once the allocated allowance of data has been used the service will be shaped during the relevant period to 256kbps for the rest of the monthly billing cycle (you won't be charged extra for use). Both uploads and downloads are counted towards your usage. Any unused monthly allowance expires at the end of your billing cycle.

Broadband speeds

Your broadband service offers base download speeds of up to 12Mbps and upload speeds up to 1Mbps.

If you have purchased the 25/5 speed upgrade, we will charge you an additional \$5 per month.

If you have purchased the 100/40 speed upgrade we will charge you an additional \$20 per month.

Actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by ACN.

Download speeds on devices connected via Wi-Fi modem or network extender may be slower than on devices connected by Ethernet cable.

The Family NBN Bundle plan is available in selected areas to premises which can be physically connected to the ACN network over the NBN. Until ACN successfully installs your service we cannot guarantee that the service can be installed at your address.

Information about pricing

Minimum monthly charge

Your minimum monthly charge is \$99. You pay an additional amount for any calls not included in your plan allowance each month.

Early termination fee (ETF)

If you cancel your plan (including if you cancel the voice or broadband service component of your plan) before your minimum committed term has ended, you must pay us an early termination fee (ETF), plus any outstanding charges. The ETF is \$15 for each remaining month (or part thereof) of the minimum term. Your maximum ETF is \$360.

What it costs for some basic usage

Usage	Cost
Making a two minute standard national mobile call	\$0
Using one megabyte of data [#]	\$0.0004

[#]Downloading or uploading one megabyte of data, where your total data usage in a month is exactly the data usage of the plan.

Total minimum cost

When you take the Family NBN Bundle the total minimum amount you'll pay over 24 months is \$2,446 (\$99 per month + \$70 activation fee).

Service connection charges

Description	Cost
Home Network Gateway - self install (excluding service activation fee)	\$0
Home Network Gateway - professional install (excluding service activation fee)	\$212.20
Service activation fee	\$70

Please refer to installation section for other charges.

Additional charges

If you choose:	Additional 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	View current charge at acnpacific.com.au
To make a payment using a credit card (Visa or MasterCard only)	1.5% of the total payment amount (waived for direct debit)

Other information

Usage information

To access information about your expenditure and data usage, please log into MyAccount at myaccount.acnpacific.com.au.

Customer service

For customer service and to access ACN's internal dispute resolution scheme, please visit acnpacific.com.au/contact-us or call us on 1300 881 778. In the unlikely event your dispute is not resolved to your satisfaction; you may forward your complaint to the Telecommunications Industry Ombudsman (TIO). Please note that the TIO will only accept cases where you have attempted to first resolve the issue with ACN. Telephone: 1800 062 058. Web: www.tio.com.au.

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.

Incompatible equipment

Most existing equipment/handsets are compatible with a telephone service on the NBN. However some older landline telephone handsets (such as a dial/rotary phone), back-to-base alarm systems, personal response systems (medical alert/emergency call systems) and fax machines may not work. Please check with the manufacturer/provider to check if your device is compatible.

Priority assistance and power outages

ACN does not offer Priority Assistance.

You must provide mains power to operate the ACN NBN service. Consequently, your voice and broadband services will not operate during a power failure. In the event of a power failure this means you won't be able to use your ACN phone service to make or receive calls including calls to the Emergency '000' operator. If you choose to install a battery backup it is your responsibility to ensure the battery is installed correctly and functioning.

Special promotions and value-added services

This summary doesn't include any special promotions or extra value-added services that you select whilst you have this plan.

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