



ANT Communications

Critical Information Summary

nbn™ Fibre

Information About the Service

nbn™ Fibre is part of the National Broadband Network internet service which uses the **nbn™** Optical Fibre Access Network to deliver internet connection to your premises.

Mandatory Requirements and Availability

This service is not dependent on any bundling of services.

The **nbn™** Fibre service is only available within an **nbn™** Fibre service area. You can check availability on [nbn™ – National Broadband Network - Australia | nbn™ rollout map](#).

If your premises is in a **nbn™** Fibre service area but is not already connected to the **nbn™**, the installation will include running a fibre-optic cable from the street to a small box on the outside of your house (the Premises Connection Device).

The installer will then drill a small hole through your wall and feed the cable through into a wall plate that will be installed inside the house. A cable runs from there to the Network Termination Device, which looks like a broadband modem. There will also be a separate power supply box.

Minimum Term

Casual Connection	1 month
24 months	24 months

Inclusion, exclusions and important conditions, limitations, restrictions or qualifications

nbn™ supplies: Premises Connection Device, Fibre Wall Outlet, Network Termination Device and Power Supply Unit; first battery; external cabling from the street network to the Premises Connection Device; and internal cabling up to the Network Termination Device. This equipment remains the property of **nbn™** boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

FTTP The Network Terminating Device provides one Ethernet connection per subscribed internet service. If you wish to have Wi-Fi coverage to share the internet connection around the premises you will require an **nbn™** ready Wireless Router. FTTN requires a VDSL router with VLAN 100. HFC requires Ethernet Router with VLAN 100.

To gain the full benefit of the **nbn™** Fibre speeds you should have an **nbn™** ready router ANT Communications can supply you with the **nbn™** ready 4 port router included free of charge on our 24-month contract (or, at an additional cost of \$129.00 including postage on the casual plan) or, you can provide your own **nbn™** ready router.



Plans are based on the **nbn™** peak speed of your chosen plan. Speed for customers will be dependent on location, signal strength, volume of traffic through the **nbn™** network, your equipment, software and download source.

ANT Anytime Plan data may be used at any time of the day you wish. At ANT there is none of the data restrictive “peak” or “off-peak” or “bonus data” time restrictions.

Data usage is counted in both directions so if you download 10GB of data and upload 10GB of data that is counted as 20GB.

You can change your **nbn™** Fibre plan up or down at any time. If you upgrade your plan a pro rata adjustment will be made at your next billing cycle. All plans are on a monthly billing cycle. Advance payments are accepted.

Your data is reset on the anniversary of your installation. Any unused data allowance expires at anniversary reset date.

Information about Pricing

Services require a valid direct bank debit from the applicants’ nominated bank account or Credit / Debit Card. Subscriptions are payable 1 month in advance via valid direct Bank Debit or Credit Card. Subscription fees are deducted on the Due Date of your Invoice, which is 14 days after your Anniversary Date each month. Your first and last months are billed on a pro-rata basis. Payment can also be made by BPay, with details provided on your invoice.

Minimum Monthly Charge

Plan Speed	Use Your Data Anytime GB	Internet Monthly Cost	Unit Cost of 1 MB of Data
12MB Down 1MB Up			
NF 12-100	100	\$49.95	\$0.00049
NF 12-500	500	\$54.95	\$0.00011
NF 12-UL	UNLIMITED	\$59.95	N/A
25MB Down 5MB Up			
NF 25-100	100	\$54.95	\$0.00053
NF 25-500	250	\$59.95	\$0.00012
NF 25-UL	UNLIMITED	\$69.95	N/A
50MB down 20MB up			
NF 50-100	100	\$64.95	\$0.00063
NF 50-500	500	\$69.95	\$0.00014
NF 50-750	UNLIMITED	\$79.95	N/A
100MB Down 40MB Up			
NF 50-100	100	\$69.95	\$0.00068
NF 50-500	500	\$79.95	\$0.00016
NF 100-UL	UNLIMITED	\$89.95	\$0.13000



Maximum Monthly Charge

Standard monthly fee + any top up data blocks purchased during the month + any Speed Tier Change charge (\$20.00)

Set Up Fee

Casual plan – \$60.00

24-month contract – Nil

FTTN line without a technician visit – \$59.00

FTTN line with a technician visit – \$125.00-\$175.00

FTTN line connection with a technician visit and cabling work – \$299

FTTP may be subject to a ‘new development’ charge of \$300 as per **nbn**TM.

Please call if you are uncertain.

Excess Usage

Plans are shaped, so there are no surprise charges. “Shaped” means that speeds will be reduced to 256/256kpbs when your data allowance in any month has been reached. To check your data usage, visit your online [ANT My Account](#).

You can purchase **nbn**TM Fibre top-up blocks at any time. You will be charged for the top-up date at your next billing period.

Data Usage Monitor

You can monitor your current data usage by logging in to your ANT My Account on the website:

<https://www.ant.com.au/info/>

[My Account – to check data usage](#)



Early Termination Charge

All Plan cancellations require 30-day notice in writing. Cancellation Payments will be processed at the time of receipt of your cancellation notice.

Casual plan. Nil charge.

24-month contract. \$150.00 charge.

Other Information

Customer Service Contact Details

Postal Address: 1/41 Booner Street
Hawks Nest NSW 2324

Sales: Phone 02 6619 5500 or 1300 268 266
Fax 02 8209 4956
email sales@ant.com.au

Technical Support: Phone 02 6619 5500 or 1300 268 266
Fax 02 8209 4956
Or visit our website and go to [My Account](#)

Billing: Phone 02 6619 5500 or 1300 268 266
email billing@ant.com.au
Fax 02 8209 4956

Dispute Resolution Process

If you have a problem or complaint about your service, please visit our website or email complaints@ant.com.au

Telecommunications Industry Ombudsman

If you feel you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at <https://www.tio.com.au/>.