

# Critical Information Summary

## NBN Fibre



*If you're not happy, you're not with us!*

### 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 Co - 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	One month
24 months	24 months

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

NBN Co 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 Co. NBN Co.'s 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 24month contract (or, at an additional cost of \$129.00 including postage on the casual contract) 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.

Your data is reset on your billing date. Any unused data allowance (including data top up blocks) expires at the end of your billing cycle.

### 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, or Subscription fees can be paid via BPAY. Subscription fees are deducted on the due date indicated on your invoice each month. The first and last months are billed on a pro rata basis.

## Minimum Monthly Charge

12Mb Down 1Mb Up				50Mb Down 20 Mb Up			
NF12-100	100	\$ 49.95	\$0.00049	NF50-100	100	\$ 64.95	\$0.00063
NF12-500	500	\$ 54.95	\$0.00011	NF50-500	500	\$ 69.95	\$0.00014
NF12-UL	Unlimited	\$ 59.95	N/A	NF50-750	Unlimited	\$ 79.95	N/A
25Mb Down 5Mb Up				100Mb Down 40 Mb Up			
NF25-100	100	\$ 54.95	\$0.00053	NF100-100	100	\$ 69.95	\$0.00068
NF25-500	250	\$ 59.95	\$0.00012	NF100-500	500	\$ 79.95	\$0.00016
NF25-UL	Unlimited	\$ 69.95	N/A	NF100-UL	Unlimited	\$119.00	N/A

## Maximum Monthly Charge

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

## Set Up Fee

Casual - \$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**<sup>TM</sup>. 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.

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

## Plan Changes

Plan changes occur at the start of each billing period. These must be requested with a minimum of 48 hours notice. Plan changes within a speed tier do not accrue a charge however changing from one speed to another does have a speed tier change charge of \$20 (once off per speed tier change request).

## Cancellations

All Plan Cancellations require 30 days notice in writing. Cancellation Payments will be processed at the time of receipts of your cancellation notice.

Casual - Nil

24 Month contract - \$150.00.

## Other Information

### Customer Service Contact Details

**Postal Address** 220 Quay Street, Rockhampton City, 4700, QLD

### Sales

Phone 02 6619 5500 or 1300 268 266

email [sales@ant.com.au](mailto:sales@ant.com.au)

### Technical Support

Phone 02 6619 5500 or 1300 268 266

email [support@ant.com.au](mailto:support@ant.com.au)

### Billing

Phone 02 6619 5500 or 1300 268 266

email [billing@ant.com.au](mailto:billing@ant.com.au)

## Dispute Resolution Process

If you have a problem or complaint about your service please visit our website Or email [complaints@ant.com.au](mailto: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 [tio.com.au](http://tio.com.au)