

## Critical Information Summary – nbn™ Home 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 using (FTTP (Fibre to the Premises), FTTB (Fibre to the Building), FTTN (Fibre to the Node), FTTC (Fibre to the Curb) or HFC (Hybrid Fibre Coaxial) technologies.

### Mandatory Requirements and Availability

This service is available to all eligible customers that are in a NBN Fibre service area. This service is not dependent on any bundling of services. You can check availability on [nbn@rollout map | nbn \(nbnco.com.au\)](mailto:nbn@rolloutmap.nbnco.com.au)

If your premises are in a NBN Fibre service area but are 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.

FTTP The Network Terminating Device (NTD) 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 an 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 an NBN ready router at an additional cost. All information can be found on our website, <https://ant.com.au/extras/wifi-routers.html> or you can provide your own NBN ready router.

### Minimum Term

**nbn™** Home Fibre is available on: Casual Month2Month connection terms.

### Inclusion and Pricing

All usage is subject to the fair use policy. All dollar values include GST unless otherwise stated. Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change. Speed for customers will be dependent on location, signal strength, volume of traffic through the network, your equipment, software and download source.

Residential Plan	Typical Evening Speeds	Data Allowance*	Monthly Plan Charge	Total Minimum Charge ^
Home Basic 12/1	11/.84 Mbps	Unlimited	\$52.95/month	\$52.95
Home Basic Plus 25/10	24/8 Mbps	Unlimited	\$63.00/month	\$63.00
Home Standard 50/20	48/17 Mbps	Unlimited	\$89.95/month	\$89.95
Home Fast 100/20	96/16 Mbps	Unlimited	\$94.95/month	\$94.95
Home Fast Plus 100/40	96/33 Mbps	Unlimited	\$99.95/month	\$99.95
Home Super-Fast 250/25	240/21 Mbps	Unlimited	\$109.95/month	\$109.95

## 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 Co. NBN Co.'s boundary of responsibility stops at the data (UNI-D) / voice (UNI-V) port.

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.

### Set-up Fee

- There is no set up fee for service.

### New Development Fee

- **nbn™** may charge a \$300 "new development fee" for the cost of delivering a connection/s to a new premises/development or dwelling.

### Excess Usage

- No excess usage charges apply to these plans.

### Cancellations

- There are no cancellation charges that apply to these plans. All plan cancellations require 30 days' notice in writing. Any outstanding billed and unbilled charges will be payable.

## ANT Acceptable Use Policy

The Ant Acceptable Use Policy sets out the rules and guidelines relating to the use of your internet and telephone service. The Ant Acceptable Use Policy is available to our website <https://ant.com.au/>

Please note that your service may be restricted if you fail to pay your invoice and breach our terms and conditions or fair use policies.

## Invoices and Payment

Ant nbn Fixed Wireless services are billed monthly in advance. Payment is strictly by direct debit from your nominated credit card or bank account. Visa/MasterCard payments attract a 1.5% surcharge. AMEX payments attract a 2.5% surcharge from our e-payment provider.

A pro-rata charge may be applied for services activated on days other than the first day of the month. Services may be suspended and/or cancelled if payment is not made or if you breach our terms and conditions, including our Acceptable Use policy. Full Ant Terms of Service are available at <https://ant.com.au/acceptable-use-policy>

## Customer Service Contact Details

Mailing Address	PO Box 269 Avalon Beach NSW 2107
Sales	Phone 1300 268 266 email <a href="mailto:sales@ant.com.au">sales@ant.com.au</a>
Technical Support	Phone 1300 268 266 email <a href="mailto:support@ant.com.au">support@ant.com.au</a>
Billing	Phone 1300 268 266 email <a href="mailto:billing@ant.com.au">billing@ant.com.au</a>

## Dispute Resolution Process

If you are dissatisfied with your service, you can contact us on [complaints@ant.com.au](mailto:complaints@ant.com.au) or follow the dispute resolution process outlined [here](#).

## 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](http://tio.com).

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