



Fibre Estate - Residential

September 2018

INFORMATION ABOUT THE SERVICE

AusBBS Fibre Estate delivers high speed broadband and phone services, via the Service Elements fibre Network.

- **Fibre Estate BASIC Unlimited** – Ideal for everyday use, browsing and emailing
- **Fibre Estate STANDARD PLUS Unlimited**– Ideal for constantly connected families, streaming music, online gaming
- **Fibre Estate PREMIUM Unlimited** – Ideal for 4K video, uploading & downloading large files, multiple web devices

Requirements & availability

The AusBBS Fibre Estate service is only available to those within an active Fibre Estate service area that is also connected to the AusBBS network.

Service Elements will provide an Optical Network Unit (ONU) at your home. Note that there is a separate charge for the installation of the ONU that Service Elements will discuss with you. To create a home network you will require an ethernet router or 'home gateway' to connect to the Network Termination Device (NTD). If you don't already have one, AusBBS can sell you a suitable device at an additional cost.

Speeds and Throughput

Broadband speeds may vary depending on factors including internet traffic, the speed of the site you are visiting, the configuration of your computer hardware and software, the performance of infrastructure not operated by amaysim, the number of users simultaneously using the network, the time of day that you access the network, as well as the speed of Wi-Fi networks and traffic on your internal network.

Minimum Term

1 month – Setup fee \$55

INFORMATION ABOUT PRICING

Monthly Charges

There are a range of Fibre Estate Broadband plans with differing speeds and data usage features. Each plan has a standard monthly price.

AUSBBS - Fibre Estate Plans	Total Minimum Price	
	Monthly Fee	Casual Contract
Fibre Estate (Basic Unlimited)	\$60.00	\$115.00
Fibre Estate (Standard Plus Unlimited)	\$70.00	\$125.00
Fibre Estate (Premium Unlimited)	\$90.00	\$145.00

Optional Modem

You may purchase a modem from us directly, or you may use your own modem device. The standard optional modem charge from AusBBS is \$59.95 plus a \$15 delivery fee.

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Fibre Estate Optical Fibre Plan Types

Unlimited Plans – Unlimited Plans have no set limit on data usage. **This service is subject to our fair use policy and can be found on our website [southernphone.com.au/fair-use](https://www.southernphone.com.au/fair-use)**

Fibre Estate New Development Charge

The Fibre Estate New Development Charge which is a one-time charge of \$330 to all new orders for services in new development locations. This charge is a contribution in a new development to the infrastructure cost of the Fibre Estate network. We will inform you during the registration process if the New Development Charge applies to your premises.

Early Termination Charges

Not Applicable.

Withdrawal Fees

Where you make contact with us requesting a Fibre Estate Internet Service, then elect to withdraw your submitted contract before connection, a fee of \$100 is payable. Fee is waived if we provide an installation date more than 6 months from the date of order, or if no service can be provided.

OTHER INFORMATION

Usage Information

Customers can obtain information on their residential Fibre Estate usage information by signing into the customer Log in at Southern Phone <https://www.southernphone.com.au>

Customer Service Contact Details

For customer service please call us on 13 14 64.

Dispute Resolution Process

If you have a problem or complaint about your service please call us on 13 14 64.

Telecommunications Industry Ombudsman

Telecommunications Industry Ombudsman

If we can't resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full information visit: www.tio.com.au/about-us/contact-us