



INFORMATION ABOUT THE SERVICE

AusBBS NBN Fibre delivers high speed broadband services, via the National Broadband Network via the following plans:

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

Requirements & availability

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

NBNCo may need to provide a Network Termination Device (‘NTD’) in your home. You can connect directly from your equipment to this device by cable. To create a home network you will require an ethernet router or ‘home gateway’ to connect to the 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. 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. Actual speeds on FTTB/N services will be confirmed once available. Services delivered over FTTB/N may not be able to obtain typical plan speeds.

Minimum Term

1 month – Setup fee \$55

INFORMATION ABOUT PRICING

Monthly Charges

There are a range of AusBBS NBN Fibre Broadband plans with differing speeds and data usage features. Each plan has a standard monthly price. This price does not include the AusBBS Phone costs.

AUSBBS - NBN Optical Fibre Plans		Total Minimum Price	
Plan Name	Monthly Fee	Casual Contract	
NBN Fibre (Basic Unlimited)	\$60.00	\$115.00	
NBN Fibre (Standard Plus Unlimited)	\$70.00	\$125.00	
NBN Fibre (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.



NBN Optical Fibre Plan Types

Unlimited Plans – Unlimited Plans have no set limit on data usage. Subject to our fair use policy website southernphone.com.au/fair-use

NBN New Development Charge

On 2 April 2016 NBNCo introduced the New Development Charge which is a one-time charge of \$300 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 NBN 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 an NBN 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

Log in Southern Phone <https://www.southernphone.com.au>

Customer Service

Contact Details. For customer service please call on 13 14 64.

Dispute Resolution Process

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

Telecommunications Industry Ombudsman

If 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.