



INFORMATION ABOUT THE SERVICE

AusBBS NBN Fixed Wireless delivers high speed broadband via the NBN fixed wireless network.

Requirements & availability

AusBBS NBN Fixed Wireless is only available to those within an active NBN fixed wireless service area that is also connected to the AusBBS network.

NBNCo will 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.

Minimum Term

1 month – Setup fee \$99 | 12 months – Set up fee \$49 | 24 months – Set up fee waived (\$0).

INFORMATION ABOUT PRICING

Monthly Charges

There are a range of AusBBS NBN Fixed Wireless 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 FIXED WIRELESS PLANS		Total Minimum Price		
Plan Name	Monthly Fee	Casual Contract	12 Month Contract	24 Month Contract
NBN Wireless (12/1MBPS PAYG) (see PAYG rates table below)	\$39.95	\$138.95	\$534.40	\$958.80
NBN Wireless (12/1MBPS 50GB) (256k Shaping)	\$44.95	\$143.95	\$594.40	\$1,078.80
NBN Wireless (12/1MBPS 200GB) (256k Shaping)	\$55.95	\$154.95	\$726.40	\$1,342.80
NBN Wireless (12/1MBPS UNLIMITED)	\$66.95	\$165.95	\$858.40	\$1,606.80
NBN Wireless (25/5MBPS PAYG) (see PAYG rates table below)	\$49.95	\$148.95	\$654.40	\$1,198.80
NBN Wireless (25/5MBPS 50GB) (256k Shaping)	\$59.95	\$158.95	\$774.40	\$1,438.80
NBN Wireless (25/5MBPS 200GB) (256k Shaping)	\$64.95	\$163.95	\$834.40	\$1,558.80
NBN Wireless (25/5MBPS UNLIMITED)	\$74.95	\$173.95	\$954.40	\$1,798.80

All NBN Wireless plans with included data allocations are shaped to 256k once the usage quota has been exceeded. Data is then unlimited at the shaped speed.



PAYG Rates Table

PAYG Rates	Data Usage Amount	Cost per 1 GB	Cost per 1 MB
Fibre Estate PAYG 1 (25/5MBPS PAYG)	First 10GB (included in monthly fee)	\$3.995	\$0.0039
Fibre Estate PAYG 2 (50/20MBPS PAYG)	First 10GB (included in monthly fee)	\$4.995	\$0.0049
ALL Fibre Estate PAYG Plans	*Per GB Cost 10GB+	\$0.850	\$0.0008
*Subject to Fair Use			

Setup Fees: 1 month – Setup fee \$99 | 12 months – Set up fee \$49 | 24 months – Set up fee waived (\$0)

NBN Fixed Wireless Plan Types

Cap Plans – Cap plans include a set data cap (sometimes referred to as a "data quota") available for use every month. If you use your full allocation on any given month your connection speed will be ‘shaped’, which means slowed down. There are no excess fees for usage above the data cap.

PAYG Plans - Pay As You Go (PAYG) for NBN Fixed Wireless connections. PAYG plans allow you to pay a smaller monthly access fee which includes the first 10 gigabyte (GB), then a rate for each GB of data you actually use. Subject to This service is subject to our fair use policy and can be found on our website southernphone.com.au/fair-use. PAYG plans are designed for users averaging 150GB or less per month. See the PAYG Rates Table above.

Excess Charges

Unlimited and CAP Plans have no excess usage fees. PAYG Plans are charged in accordance with the PAYG Rates Table above.

Early Termination Charge

Early Termination Fee for 12 month and 24 month contracts (Where you elect to terminate this agreement prior to the end of the Term) - Fee amount equal to \$20 multiplied by the remaining months in the Term.

OTHER INFORMATION

Usage Information

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

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