Critical Information Summary
Residential Plans

nbn™ Broadband

Plans, pricing, and inclusions.

Plan name	Data limit	Speed provision Mbps	1Typical Speed Mbps	Minimum monthly charge
AustHome Starter 25	Unlimited	25/10	24/8	$ 65
AustHome Standard 50	Unlimited	50/20	49/16	$ 88
AustHome Standard 100	Unlimited	100/40	98/32	$ 99
AustHome Fast 500	Unlimited	500/50	485/46	$ 95
AustHome Superfast 750	Unlimited	750/50	695/46	$109
AustHome Ultrafast 1000	Unlimited	1000/100	920/92	$125
AustHome Hyperfast 2000	Unlimited	2000/200	1880/180	$179

1 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. Actual download and upload speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that AUSTSERVE IT does not monitor or maintain. We will inform FTTB, FTTN and FTTC customers of their actual download speed once connected, and you will have the option to downgrade to a lower speed plan without penalties. Superfast nbn and Lightspeed nbn are only available at FTTP and limited HFC technology locations. WIFI connected devices may have slower speeds than Ethernet connected devices. Things that can affect your Fixed Wireless nbn™ service speed All speeds are best effort and are not guaranteed. Factors such as distance, weather, interference or technical limitations may prevent the fixed wireless signal from achieving maximum speeds.

Information About the Service

AUSTSERVE IT's nbn™ Broadband Service delivers high-speed broadband internet over the National Broadband Network's Fibre Optic, Hybrid Fibre Coaxial and Copper Infrastructure to the Network Boundary Point at your premises. Fibre services include Fibre-to-the- premises (FTTP), Fibre-tothe-Node (FTTN), Fibre-to-the-basement (FTTB), Fibre-to-the-curb (FTTC) and Hybrid Fibre Coaxial (HFC).

AUSTSERVE IT's nbn™ Fixed Wireless service is only available within an nbn™ Fixed Wireless service area. Standard installations are completed without charge to you. Non-standard installations may require you to pay additional charges.

Mandatory component of the service

There are no mandatory components of the AUSTSERVE IT nbn™ FTTP Fibre Broadband service. For FTTN and FTTC connections, an in-place copper telephone line will be required from the nbn™ node to your premises, and for FTTB connections, from the MDF in your building basement.

AUSTSERVE IT nbn™ Broadband services are supplied as pure stand-alone broadband service.

Minimum Contract Terms

nbn™ Broadband service: No Lock-in when ordered as a standalone service.

When ordering a hardware payment plan your nbn™ Broadband service minimum term will be extended to match the contract term of the hardware payment plan.

Limitations/Qualifications for the service

AUSTSERVE IT's nbn™ Broadband may not be available in all areas or premises. There may be technical or commercial reasons that affect our ability to connect a service at your address. Please visit the AUSTSERVE website to check your service availability or contact our Residential Sales Team on 07 3040 5191. Customer Service Guarantee does not apply to Home Phone or nbn™ services.

About Speeds

The nbn™ speed tier for your service is the theoretical maximum speed of the access line connecting your premises to the nbn™. The actual speeds you experience, particularly during busy periods, may be limited by demand in other parts of the network and will typically be much slower. For more information, please visit our website.

Not all FTTN, FTTB or FTTC access lines support all speed tiers. AUSTSERVE IT cannot confirm your maximum access line speed until after your service has been installed. Once your service is installed and activated, your maximum access line speed will be tested. If your line does not support your chosen speed tier, we will inform you and offer move you to a lower speed tier and refund any extra money you have paid for the higher speed tier.

Information About Pricing

Free activation

Where advertised as such the broadband activation fee only is free. Depending on the service ordered, there may be additional up-front charges which will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as Phone Line Activation Fee or Copper Line Installation Charges, Lead-in or Additional Cabling, Equipment Charges such as Modems, Routers or Splitters, Missed Appointment Fees or any complex on site work required to provide a functional broadband service.

Additional Installation and Relocation charges	
NBNco 'New Development Fee'[1]	$300
NBNco' 'Susequent Installation'[2]	$300
Non-standard installation or relocation[3]	Price on application

[1]As of the 1st of April 2016, NBNco introduced an nbn 'New Development Fee' which you may be charged if you're applying for the very first nbn connection at a premises that resides in an area designated as an nbn 'New Development Area.'

[2]If you are in an nbn FTTN area, and request an additional copper lead-in, an nbn 'Subsequent Installation' charge will apply.

[3]On occasion, some sites will present a higher degree of difficulty and complexity to install or relocate the service or may require additional materials not covered by the 'Installation & Activation' or 'Relocation' fees

Cancelling Your Plan

You can cancel your nbn™ service at anytime by giving AUSTSERVE IT 30 days notice.

Plan Change Fees

Changing plan is free. You can switch between AUSTSERVE IT nbn™ plans, no more than once each month.

Hardware

To ensure the optimum performance of, and levels of support for your nbn™ service, AUSTSERVE IT strongly recommends the use of an AUSTSERVE IT supplied and approved modem.

Static IP

One (1) Static IP address is included with your nbn™ service.

Other Information

AUSTSERVE Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data and call usage for your AUSTSERVE IT services. You will also be able to track all your AUSTSERVE IT invoices, make changes to your existing service and buy new services from this portal. AUSTSERVE Member Login Page: **https://austserve.com.au/portal**

AUSTSERVE IT Customer Contacts

When contacting AUSTSERVE for assistance, we have several options to facilitate your enquiry:

Email: support@austserve.com.au

Live Chat: https://austserve.com.au

Phone: 07 3040 5591