

# Critical Information Summary: nbn® Broadband



For all plans

**Service to be provided:** Uses nbn® infrastructure to deliver broadband to your premises.

nbn® Plan	Standard 25/10	Value 50/20	Speedy 100/20	Zoomy 1000/50
Unlimited Minimum Monthly Charge	\$65	\$75	\$85	\$99
Unlimited Maximum Monthly Charge	\$65	\$75	\$85	\$99
Typical evening <b>download</b> speeds (7pm-11pm)	24Mbps	49Mbps	99Mbps	875Mbps
Typical <b>upload</b> download speeds (7pm-11pm)	8Mbps	16Mbps	16Mbps	42Mbps
Early Termination Charge	\$0	\$0	\$0	\$0
Minimum Term (months)	1	1	1	1

## Information about the service

### What is the service?

Buddy Telco's nbn® broadband service uses NBNCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver broadband to your premises. These services provide the typical evening download speeds listed for each plan in the table above.

This service does not allow for a VoIP service, if you join this service and you have a VoIP number you cannot transfer it across.

### Where is it available?

These services are available anywhere where nbn® fixed line services have been rolled out, excludes Fixed Wireless and Satellite locations - for more details please visit [www.nbnco.com.au/learn/rollout-map](http://www.nbnco.com.au/learn/rollout-map)

### What do I need to access the service?

This service is for certain service class types, those service class numbers are 3, 13, 24 & 34. These service class numbers mean that your premises has already been connected to the nbn® network before and just requires a change in connection from one provider to Buddy Telco.

- You will need an NBN ready modem/router
- FTTC customers only will also need an nbn® network connection device & HFC customers will need an NBN Network Termination Device provided free of charge by NBNCo

### What is included?

Features of this service include:

- Australian-based support
- Buddy Telco app for self-service

### Minimum term of the service

This service is month-to-month with no fixed term.

### Do I have to bundle with this service?

You do not need to bundle with this service.

### Qualifications

Please note this service may be restricted and/or cancelled if:

- You fail to pay your bill
- You are abusive to our staff
- You breach our terms and conditions or our fair use policy, available at [www.buddytelco.com.au/legal](http://www.buddytelco.com.au/legal)

## Information about pricing

### Excess usage

There are no excess usage charges.

### Set-up fee

There is no set-up fee for this service.

### Other possible costs

You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not pro rata refunds on plan downgrades.

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## Equipment fee

You don't have to purchase an NBN-ready router from Buddy Telco, but we can provide one if you prefer: router cost starts from \$180 plus postage. Postage costs are \$20 for courier post.

## New development fee

The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.

Please note, all costs mentioned on this critical information summary are inclusive of GST.

## Other information

### Call and usage information

You can check your usage via the Buddy Telco app, which is also available as a free app via Apple or Android.

### Customer Service

We have an Australian-based team ready to help you with any technical support, account queries or sales questions via Live Chat on the website or through the Buddy Telco app.

### Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see [www.buddytelco.com.au/contact/complaints](http://www.buddytelco.com.au/contact/complaints)

### Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at [www.tio.com.au/complaints](http://www.tio.com.au/complaints).

### Buddy Telco

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