

Critical Information Summary

NBN 50GB - Fibre To The Node (FTTN)

This will take you through critical information regarding the Astron NBN 50GB plans for FTTN.

Information About the Service

The Astron NBN data plans allow access to broadband internet services through connectivity to the National Broadband Network (NBN). For more information about the NBN and about NBN Co which is building and operating the NBN, visit nbnco.com.au.

Service Availability

The Astron NBN data plans are not available in some areas.

NBN Speed

The download and upload speeds detailed for each plan are the NBN port access speeds. The actual speeds will vary depending on factors such as the equipment you use, the NBN profile used by our suppliers, the nature and quality of the connection at your location, network utilisation and the number of customers accessing the network at any time, your hardware and software and the web sites that you visit. Consequently, we cannot guarantee that the port speeds will be available at your premises.

Once you have reached your monthly data allowance, you may purchase additional data or upgrade to one of Astron's unlimited data plans to maintain your internet speed. If you do not choose to purchase additional data or upgrade your plan your internet speed will be reduced to 256/256kbps for the remainder of the month.

Equipment Required

To access the Astron NBN data plans you will require an NBN ready modem that supports all types of NBN services. This modem will also need to be WiFi enabled if you want to connect wireless devices to the broadband network. You may purchase an NBN ready modem from Astron – pricing details are provided below under the heading "Information About Pricing".

Minimum Term

The Astron NBN data plans have a minimum term of 24 months. Termination fees apply if you cancel the plan during the minimum term – details of the early termination fees are provided below under the heading "Information About Pricing".

Exclusions and Limitations

Astron's NBN service does not support priority assistance, medical alert/emergency call systems or calls to numbers beginning with 19/1900 or 0500 or fax and back to base alarms.

Once you take up a broadband service on the NBN network you cannot move back an ADSL service on the copper network (except in fixed wireless areas, where these services will still be available).

Astron may require you to pay your bill by direct debit from your credit card or bank account in order to use our services.

Astron's Reasonable Use Policy

Astron's Reasonable Use Policy applies to all our NBN data plans. Your unlimited monthly data allowance is subject to this Policy. You can find Astron's Reasonable Use Policy at www.astron.net.au/terms-and-conditions.

Installation

You may need certain equipment to be installed at your premises by NBN Co. There may be an additional charge for non-standard installations. We will let you know in advance if an additional charge will apply and only proceed if you agree.

You must obtain permission from the owner of the premises, if that's not you, to have Astron's NBN broadband installed, and have someone over 18 years of age in attendance at the installation appointment. Two appointments may be needed to connect your broadband to the NBN, one with NBN Co and one with our third party network supplier. We'll arrange both appointments as required.

Information About Pricing

Astron NBN 50GB – FTTN

NBN port access speed	Up to 12 Mbps Download Up to 1 Mbps Upload
Minimum monthly charge	\$45
Monthly data allowance	Unlimited for the first three months*, 50GB per month thereafter. When you exceed your monthly data allowance, you may purchase an additional 50GB of data for the remainder of the month for \$10 which will appear on your next bill. Alternatively, you may wish to upgrade your plan to one of Astron's Unlimited plans.
Shaping	None during first three months* If you decide not to purchase any additional data or upgrade your plan, your access speeds will be reduced to 256/256kbps for the remainder of the month.
Cost of NBN compatible modem	\$90
Cost of handling and delivery of NBN modem	\$25
Contract period	24 months
Minimum 24 month contract cost including the cost, handling and delivery fee for the NBN modem	\$1195
Cost of 1 MB of data after 3 months	\$0.0009
Termination fee if service cancelled before the end of the 24 month contract period	\$165
Reconnection fee if we reconnect your services after you breach our agreement	Up to \$50

An additional once off \$300 NBN Co New Development charge applies if your premises is identified by NBN Co as being within the site boundary of a new development.

* Subject to the Astron Reasonable Use Policy

All prices are inclusive of GST

Other Information

Usage Information and Customer Service

If you require usage information or customer service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). Usage information may be up to 48 hours behind real time.

Customer Complaints

If you have a complaint or a dispute about your service, please call us on 1300 72 42 72 between 10am and 7pm AEST, Monday to Friday or between 10am and 5pm AEST on a Saturday (excluding public holidays). If you are dissatisfied with the response from our customer service representative you can email your complaint to complaint@astron.net.au.

If Astron doesn't resolve your complaint to your satisfaction, you may contact the Telecommunications Industry Ombudsman on 1800 062 058 or at tio.com.au.

Terms and Conditions and Application Form

Astron's services are provided subject to our full terms and conditions available at astron.net.au/terms-and-conditions and our NBN Data & Phone Services Application Form.



Astron

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PO Box 210
Chatswood, NSW, 2057
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astron.net.au

Customer Service

1300 72 42 72