

# Critical Information Summary

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## NBN Data Plans - Fibre To The Node (FTTN)

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

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### 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](http://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.

### 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 can't 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](http://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 Basic - FTTN	Astron NBN Boost - FTTN
<b>NBN port access speed</b>	Up to 12 Mbps Download Up to 1 Mbps Upload	Up to 25 Mbps Download Up to 5 Mbps Upload
<b>Minimum monthly charge</b>	\$65	\$77
<b>Monthly data allowance</b>	Unlimited*	Unlimited*
<b>Shaping</b>	None*	None*
<b>Cost of NBN compatible modem</b>	\$90	\$90
<b>Cost of handling and delivery of NBN modem</b>	\$25	\$25
<b>Contract period</b>	24 months	24 months
<b>Minimum 24 month contract cost including the cost, handling and delivery fee for the NBN modem</b>	\$1675	\$1963
<b>Termination fee if service cancelled before the end of the 24 month contract period</b>	\$165	\$165
<b>Reconnection fee if we reconnect your services after you breach our agreement</b>	Up to \$50	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](mailto: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](http://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](http://astron.net.au/terms-and-conditions) and our NBN Data & Phone Services Application Form.



**Astron**

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**Customer Service**

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