



Critical Information Summary

Astron NBN Data Plans

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, check service availability at astron.net.au.

Bundling

The plans offered in this Critical Information summary are not part of a bundle with other services. To access the Astron home phone call rates for Local, National, Mobile and International calls please refer to the Astron NBN Data and Phone Plan bundle.

NBN Speed

The download and upload speeds detailed for each plan are the theoretical maximum NBN port access speeds. The actual speeds will vary depending on factors such as the equipment you use (hardware and software), the websites that you visit, the nature and quality of the connection at your location, network utilisation and the number of customers accessing the network at any time. Consequently, we cannot guarantee that the maximum port speeds will be available at your premises. For more information download the Astron Speed Guide at astron.net.au/important-information/.

Equipment Required

To access the Astron NBN data plans you will require an NBN ready modem. This modem will also need to be Wi-Fi enabled 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”.

Exclusions and Limitations

Astron's NBN services 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 fibre network you can't move back to services 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 our data and internet telephony plans. Your unlimited monthly data allowance is subject to this Policy. You can find Astron's Reasonable Use Policy at 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.

Monthly data allowance

Once you have reached your monthly data allowance, you may purchase additional data or upgrade to one of Astron's other plans. If you do not choose to purchase additional data or upgrade your plan, the NBN port access speed will be reduced to a maximum of 256Kbps download & 256Kbps upload for the remainder of that month. Both data downloads and uploads are counted in the monthly data usage allowance.

Information about pricing

Minimum Contract Cost

The minimum contract cost is the minimum contract cost over 12 months as specified in Table 1 below. This cost includes the monthly data charge, the monthly modem charge, connection fees, postage and handling fees.

Cost of NBN compatible modem

An NBN compatible modem is included as part of the Astron data plan. You may purchase a modem outright from Astron or choose a monthly instalment payment as specified in the Table 2 below. Customers choosing the monthly instalment plan will take ownership of the modem at the end of the contract period. If you cancel the service during the contract term you will be charged a lump sum, calculated on a pro rata basis at the rate of \$9.50 per month for every month remaining on the contract term and you will retain ownership of the modem. Customers wishing to use their own router or purchase a modem outright from Astron will need to satisfy the conditions specified by Astron which can be found at astron.net.au/terms-and-conditions.

Early Termination Charges

The Astron NBN Bundle plans have a minimum term of 12 months. If you cancel the service during the minimum term you will be charged a lump sum, calculated on a pro rata basis at the rate of \$8.50 per month for every month remaining on the contract term. You may also be charged for any outstanding hardware cost balances and applicable non-return fees.

Purchasing additional data

You may purchase additional data packs at the pricing set out in Table 3. These will expire at the end of your current billing period. Unused data will not be carried forward in to the next billing period.

Plan changes

Changes to Data Allowance

Providing you do not wish to change the speed of your plan you are entitled to monthly data allowance upgrades during the contract term, at the charges set out in Table 2 below. No plan change fees will be applied for upgrades which will remain in place for the remainder of your contract term. You are entitled to only 1 data allowance downgrade during the contract term and no plan change fee will be applied. Subsequent downgrade requests will incur a \$30 fee.

Changes to Speed

If you wish to increase or decrease your plan speed you will need to cancel the existing plan and enter into a new 12 month agreement with Astron. Early termination fees will be waived for the cancelled plan and outstanding balances for hardware such as modems will be carried forward onto the new plan.

NBN Co – New Development Fee

If your premises is identified by NBN Co as a new development, a once off \$300 fee may apply in order to get the service connected. You will be advised if this fee is applicable.

Table 1 – Minimum 12-month cost and Cost of 1 MB of data

SPEED TIER	MONTHLY DATA ALLOWANCE							
	Small 50GB		Medium 200GB		Large 500GB		Unlimited*	
	12 months	1 MB Data	12 months	1 MB Data	12 months	1 MB Data	12 months	1 MB Data
Up to 12 / 1 Mbps	\$654	\$0.0009	\$714	\$0.0002	\$894	\$0.0001	\$954	n/a
Up to 25 / 5 Mbps	\$774	\$0.0011	\$834	\$0.0003	\$1,014	\$0.0001	\$1,074	n/a
Up to 50 / 20 Mbps	\$894	\$0.0013	\$954	\$0.0003	\$1,134	\$0.0002	\$1,194	n/a
Up to 100 / 40 Mbps	\$1,014	\$0.0015	\$1,074	\$0.0004	\$1,254	\$0.0002	\$1,314	n/a

Table 2 – Minimum monthly charges

SPEED TIER	MONTHLY DATA ALLOWANCE			
	Small 50GB	Medium 200GB	Large 500GB	Unlimited*
Up to 12 / 1 Mbps	\$45	\$50	\$65	\$70
Up to 25 / 5 Mbps	\$55	\$60	\$75	\$80
Up to 50 / 20 Mbps	\$65	\$70	\$85	\$90
Up to 100 / 40 Mbps	\$75	\$80	\$95	\$100
NBN Compatible Modem costs	\$9.50	\$9.50	\$9.50	\$9.50

* Subject to the Astron Reasonable Use Policy

All prices are inclusive of GST

Table 3 – Data Pack Pricing

	10GB Data Pack	15GB Data Pack	20GB Data Pack	25GB Data Pack
As per your current contracted plan speed	\$10	\$15	\$20	\$25

Special Offer (1 January 2017 to 31 March 2017)

*Unlimited data for the first 3 months from activation, reverting to the contracted usage amount thereafter.

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.