

NBN Broadband

Information about the service

Service Description

CityCable NBN broadband is a broadband data service that provides you with internet access at your premises via the National Broadband Network.

Service Plan Information

Plan	NBN 25	NBN 50	NBN 100	NBN Ultrafast
Typical downloading speed	21mbps	46mbps	92mbps	500mbps
Typical uploading speed	5mbps	18mbps	19-38mbps	48mbps
Standard Monthly Fee	\$70.00	\$80.00	\$95.00	\$120.00
Minimum term applicable	No	No	No	No
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited

- No minimum contract term for all plans.
- Information about speeds, please refer to *Key Facts Sheet*.
- These plans can include optional single VOIP service.
- A change of plan fee of \$20.00 (incl. GST) applies for upgrading or downgrading a service plan.

New Site Connection Fee

A new development fee of \$300.00 (incl.GST) may apply, depending on the service address. An additional charge may be incurred if extra installation work or equipment is required. We will inform you if any of these charges apply and include them in your bill.

On-site Appointment

An NBN technician may or may not need to visit your apartment for service activation. If a technician is dispatched and the issue is found to be unrelated to NBN network or service, an incorrect call-out fee of \$220.00 (incl. GST) will apply.

A missed appointment fee of \$165.00 (incl. GST) will be charged if the service activation or fault rectification cannot proceed at the scheduled time due to the end-user's actions.

VOIP Service

CityCable's VOIP service is offered on a "Pay-As-You-Go" basis. Call rates include local call: \$0.25/call; STD: \$0.25/min; mobile: \$0.30/min and 13/1300: \$0.50/call. No flagfall applied.

For international call rate, please refer to: <https://www.citycable.com.au/index.php/international-call-rate/>

Additionally, you should not regard any VOIP service as a reliable service in an emergency, such as power outage. VOIP service is not recommended if you/ other resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line. Please make sure you have an alternative method to make emergency calls.

Service Order Activation and Withdrawal

If service activation fails due to incorrect details provided such as an incorrect unit number or street address, a penalty fee of \$99.00 (incl.GST) will apply.

If an order is cancelled after submission to the network provider, an order withdrawal fee of \$99.00 (incl.GST) will apply.

Usage and Speed Information

To find out how much data and speed you need, please refer to: <https://www.citycable.com.au/data-and-speed-estimator/>

Other Information

Critical Information Summary

Billings

City Cable NBN service(s) are charged in full and one month in advance (generally on the first of each month) and are non-refundable. To align your billing cycle, the second month's fee will be pro-rated based on your commencement date, ensuring your billing period adjusts to the first of the month.

Payment Method

You can pay for your service via direct debit from your bank account, nominated credit card or AMEX. A 1% surcharge applies to all AMEX transactions. If a payment is declined, a dishonour fee of \$9.90 (incl. GST) will be charged. If the declined payment is not settled within 5 business days, the service will be suspended without further notice.

Changes to Your Plan

We may update your plan from time to time, including changes to pricing and inclusions. Written notice will be provided via email for any modifications that have a neutral or beneficial impact on you. For significant changes affecting your service, we will notify you at least 30 days in advance via email.

Service Availability

NBN services are not available in all areas. We will conduct a service qualification check for the nominated address to determine broadband availability. NBN network types include FTTP, FTTN, FTTB, FTTC, HFC, and FW, and additional checks may be required to confirm the specific network type for your location. If we are unable to provide service at your address, we will contact you to discuss alternative options. If we are unable to reach you after reasonable attempts, your order will be cancelled.

Installation and Setup

Standard installation is included. Non-standard installation may incur additional costs. You must be someone over 18 years of age to sign up with CityCable NBN Broadband and in attendance at the appointment.

Relocation

If you wish to relocate the service, we may be able to provide the same service if the new location is NBN serviceable and you may incur with some charges if necessary. You may check your address here: <https://www.citycable.com.au/>

Hardware Devices

You must have a NBN compatible modem/ router to access to the internet service if you choose not to purchase a router from us. However, we can only provide limited support to BYO (Bring Your Own) routers. VOIP service is not available for BYO router. You must purchase a VOIP Phone Adapter, \$99.00 (incl.GST), with CityCable to access to VOIP service.

Termination of Service

To terminate your service, you must provide written notice including your customer ID, name, contact number, service address, termination date and reason for termination at least 30 days before the next billing cycle. Failure to provide timely notice will result in a full-month charge, which is non-refundable.

General Enquiry and Complaint

We are committed to delivering excellent customer service. If you have any inquiries, feedback or complaints, please contact us via email at info@citycable.com.au or call us at 1300 850 718 during our business hours, Monday to Friday, 9:00 AM - 6:00 PM.

Telecommunications Industry Ombudsman (TIO)

We strive to solve your concerns at first contact. However, if you are unsatisfied with how your complaint has been handled, you may contact the TIO by calling 1800 062 058 or visiting <https://www.tio.com.au/complaints/what-expect>