



CRITICAL INFORMATION SUMMARY:

## Residential NBN Fibre

### Information About The Service

The NBN Fibre service is a broadband Internet service which uses the NBN Optical Fibre Access Network to deliver Internet connectivity at the Network Boundary Point at your Premises.

#### Requirements & Availability

The NBN Fibre service is only available within an NBN fibre service area. Unless your premises is already connected, you will need to be connected to the NBN Optical Fibre Access Network. Standard installations are done without charge to you. Non-standard installations may require you to pay charges.

You will require an NBN ready router if you wish to connect multiple devices at once to your NBN Fibre services. If you don't already have one, TransACT can sell or rent you a suitable device at an additional cost.

NBN Fibre availability can be checked using the online coverage checker at [www.transact.com.au/internet/nbn/nbn-coverage-map.html](http://www.transact.com.au/internet/nbn/nbn-coverage-map.html)

#### Minimum Term

NBN Fibre plans are available on a 24 month agreement which gives you access to discounted hardware.

#### Included Features

There are a range of value-added features included with TransACT NBN Fibre plans, with further detail on the website;

<b>On and off peak quota</b>	<b>1GB Webspace</b>	<b>10 email addresses</b>	<b>Email Protection</b>
<b>Turbo speed packs</b>	<b>No Excess quota usage charges</b>	<b>Data packs</b>	<b>Access to the TransACT Freezone</b>

### Information About Pricing

#### Monthly Charges

All NBN Fibre plans have a standard monthly price.

Plan Name	Monthly Included Data	Minimum & Maximum Monthly Charge	Total Minimum Price (no contract)	Total Minimum Price (24 Month contract)	Unit cost 1GB of data included in plan
NBN Fibre 1 (12/1)	20GB + 20GB	\$49.95	\$49.95	\$1,198.80	\$1.25
NBN Fibre 1 (25/5)	20GB + 20GB	\$54.95	\$54.95	\$1,318.80	\$1.37
NBN Fibre 1 (50/20)	20GB + 20GB	\$64.95	\$64.95	\$1,558.80	\$1.62
NBN Fibre 1 (100/40)	20GB + 20GB	\$69.95	\$69.95	\$1,678.80	\$1.75
NBN Fibre 2 (12/1)	100GB + 100GB	\$59.95	\$59.95	\$1,438.80	\$0.30
NBN Fibre 2 (25/5)	100GB + 100GB	\$64.95	\$64.95	\$1,558.80	\$0.32
NBN Fibre 2 (50/20)	100GB + 100GB	\$74.95	\$74.95	\$1,798.80	\$0.37
NBN Fibre 2 (100/40)	100GB + 100GB	\$79.95	\$79.95	\$1,918.80	\$0.40
NBN Fibre 3 (12/1)	500GB + 500GB	\$79.95	\$79.95	\$1,918.80	\$0.08
NBN Fibre 3 (25/5)	500GB + 500GB	\$84.95	\$84.95	\$2,038.80	\$0.084
NBN Fibre 3 (50/20)	500GB + 500GB	\$94.95	\$94.95	\$2,278.80	\$0.094
NBN Fibre 3 (100/40)	500GB + 500GB	\$99.95	\$99.95	\$2,398.80	\$0.099

- The Total Minimum Price on a 24 Month Contract is 24 months of plan rental.

### Setup Fee

There is no set-up fee or installation charges to sign up to a standard NBN Fibre service. Any cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility.

### Excess Usage

Both uploads and downloads count towards your monthly included data. There are no automatic excess usage charges on Residential NBN Fibre services – instead, traffic beyond the included data quota will be shaped to 256 kbps/256kps.

- You may purchase Data Packs at an additional cost for a data quota top up, if required.
- Information on Data Pack pricing is available at [www.transact.com.au/internet/nbn/fibre/plans/](http://www.transact.com.au/internet/nbn/fibre/plans/)

### Early Termination Charge

Contract options are available on a 24-month term. Cancelling your NBN Fibre Service will also result in a cancellation of any other TransACT products you've purchased that are only available when bundled with NBN Fibre. Should those products have their own contract, you will be liable for their associated break fees.

If you end your contract early, the following NBN Fibre break fees apply. These fees cover the costs reasonably incurred by TransACT when the contract commenced.

Tenure	Break Fees
0-6 months	\$200
7-12 months	\$150
13-18 months	\$100
19-24 months	\$80

## Other Information

### Usage Information

Customers can obtain information on their Residential NBN Fibre usage information at <http://www.transact.com.au/en-ACT/MyTransACT/>

### Customer Service Contact Details

You can contact TransACT customer service for Sales, Support & Billing assistance via **13 30 60** or by lodging a ticket on our website at <https://www.transact.com.au/MyTransACT/account-enquiry>.

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at [www.transact.com.au/en-ACT/support/accounts/complaints](http://www.transact.com.au/en-ACT/support/accounts/complaints)

### Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or visiting the TIO website at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)