

nbn™ Fibre Broadband

Service Description

The service is a residential broadband Internet service which utilises the nbn™ fibre network infrastructure to provide access to the Internet to your premises, including Fibre-to-the- premises (FTTP), Fibre-to-the-Node (FTTN), Fibre-to-the-basement (FTTB), Fibre-to-the-curb (FTTC) and Hybrid Fibre Coaxial (HFC). There may be technical or commercial reasons that affect our ability to connect a service at your address. For availability please contact our Customer Support team.

Contract Terms

The minimum contact term is 1 month. OceanDigi provides flexible contact term options:

- No Lock-in Contract: \$89 Activation Fee
- 12-month Contact: \$49 Activation Fee
- 24-month Contact: \$0 Activation Fee

Excess Usage Charge

There are no excess usage charges.

Internet Speed

Denoted as maximum port speed, the actual speed you can achieve could vary due to a number of factors including but not limited to the access technology type used, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the Internet. Therefore, OceanDigi can NOT guarantee you will get the maximum port speed. It is not possible for us to determine precisely the speed that you will be able to achieve until your service is connected. If you are not achieving satisfactory speeds or you cannot achieve the typical speeds shown for your plan after connecting to a higher

speed tier, please contact us as soon as possible.

Upgrading/Downgrading Your Plan

You can upgrade or downgrade your plan at any time regardless of contract, a plan change charge (\$50) may apply.

Relocating Your Service

You can relocate service to new address by paying a relocation charge (\$99). If there is no serviceable fibre coverage, we will offer to provide you with Mobile Broadband service. If you decide not to relocate, standard termination terms and charges will apply.

Cancelling Your Service

If you need to cancel your nbn™ fibre service, you will be required to give us 30 days' notice. If you are within a contract, a standard early termination fee (\$199) will apply. No pro-rata credits or refunds are offered for cancelling accounts. Please bare this in mind if you need to cancel a service.

New Developments Charge / Subsequent Installation Charge

If you're in a new development and not already activated with nbn™, or if you require subsequent installation, nbn™ may charge up to **\$300** to connect your premises to the services. If applicable, the charge will be passed to you through OceanDigi.

Hardware Charge

You don't have to purchase a modem from OceanDigi, but we can provide a compatible and pre-configured modem if you do not have one to ensure a premium Internet performance. Modem cost varies based on your selection of model. Postage costs are \$15 for Fastway Courier and \$18 for Australia Post Standard Mail.

Plans & Minimum Charges

Monthly Charge	Plan	Total Minimum Charges		
		24 months term	12 months term	No Contract
\$69.99	12/1 Basic Unlimited Data Plan	\$1,679.76	\$888.88	\$158.99
\$79.99	25/5 Boost Unlimited Data Plan	\$1,919.76	\$1008.88	\$168.99
\$89.99	50/20 Boost Plus Unlimited Data Plan	\$2,159.76	\$1128.88	\$178.99
\$99.99	100/20 Superfast Unlimited Data Plan	\$2,399.76	\$1,248.88	\$188.99
\$109.99	100/40 Superfast Unlimited Data Plan	\$2,639.76	\$1,368.88	\$198.99
\$139.99	*250/20 Rocket 2TB Data Plan	\$3,359.76	\$1,728.88	\$228.99

*Charges quoted above are for nbn™Fiber services. Additional fees may apply when bundling with other services. Static Public IP Address is available upon request with \$10/month extra. Please refer to the typical evening speeds in the Key Fact Sheet. The Rocket plan is available in selected areas only, there are no excess usage charges – instead, traffic beyond the data allowance will be slowed (shaped) to 256/256kbps, both your downloads and uploads count towards your data allowance. All prices are inclusive of GST.

First Payment

When signing up, your first monthly fee will be charged in advance. This upfront payment will be applied to your first monthly bill. However, billing cycle will not start until your service is activated and billing date is set. Service Activation Date is the date that your service is activated by nbn™.

Billing Date

Your bill is charged on the same date each month (unless it falls into a public holiday and will be processed on the following business day). For example, if your service is activated on 3rd October, billing date will be 3rd of each month. The monthly fee is prepaid, and will be charged in the beginning of each billing cycle.

One-off Applicable Charges & Other Charges

One-off charges such as Activation Fee, New Development Charge, Modem Charge, Postage and any other additional charges for non-recurrent items will be debited from your authorised direct debit account when it occurs. For other charges, please refer to:
<http://oceandigi.com.au/index.php/oceandigi-additional-charge/>

Payment Surcharges

- Card Transaction – 1.21% for Visa and Mastercard, 3.52% for Amex and Diner, \$0.44 minimum
- Bank Account - \$0.44 per transaction

*** If you would like to avoid payment surcharges/not using direct debit, please contact our support team for discussion.*

Offer Conditions

- To use the service, you need a compatible modem
- You must be the owner of the property (or have the owner's consent) before service is installed
- Please be noted that your service may be restricted and/or

cancelled if:

- You failed to pay your bill
- You are abusive to our staff
- You breach the [Terms & Conditions](#) or [Fair Use Policy](#)

Customer Service Contact Details

Our Customer Service staff can be contacted by:

Email – support@oceandigi.com.au

Phone – 02 8002 1325 (9:30am to 5:30pm AEST Monday - Friday excluding Weekends & Public Holidays)

Fax - 02 9012 9842

Mail – 2.01/203-205 Blackburn Road Mt Waverley VIC 3149

Complaints

You may make a complaint directly to Customer Relations, a specialist complaint resolutions team, by:

Email – Escalation@oceandigi.com.au

Fax - 02 9012 9842

TIO Contact Details

At OceanDigi, we pride ourselves in delivering superior customer service. However, if you have exhausted all avenues for resolving your complaint within OceanDigi and if you are still not satisfied with the remedies suggested, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

The above information is based on the standard service offering and is only a summary. On occasion, OceanDigi may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above