

## Information about the service

### Service description

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

### Pricing Information

FEATURES	NBN BASIC	NBN STANDARD	NBN FAST	NBN SUPER FAST	NBN 250	NBN 1000
Price (per month)	\$60	\$70	\$80	\$90	\$120	\$150
Speed in Mbps	12	25	50	100	250	1000
Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Contract Term	No Contract	No Contract	No Contract	No Contract	No Contract	No Contract
Modem	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150	BYO or \$150
Upgradable To Fibre (FTTP)	No	No	No	Yes on a 12 month contract	Yes on a 12 month contract	Yes on a 12 month contract

### Minimum Contract terms

1 Month (no contract)

### NBN Connection charges

nbn co charges \$300 for first-time connections in new developments and \$297 for an additional connection requiring installation of additional nbn equipment. We will let you know if either of these charges apply to you and include them on your bill.

### Early Cancellation Fees

If you are on a 1 Month term (no contract), there will be no early cancellation fees. For clarity, if you choose to cancel your service prior to the end of the first month, we will not refund any pre-paid fees. If you are on a contract plan, there will be a \$200 cancelation fee.

# Other Information

## Changes to your plan

We may from time to time make changes to your plan, including its pricing and inclusions, by providing you with written notice. Where any changes have a neutral or beneficial impact to you, we can make those changes immediately. If the change is materially detrimental to you, we will provide you with at least 30 days' notice.

## Service Availability

Service not available to all areas, homes, or customers. While we perform preliminary qualification checks upfront for broadband service availability, the type of service offered the (nbn™ network FTTP, FTTN, FTTB, FTTC, HFC or FW) may be subject to further qualification checks to determine what is available at your location. If we are unable to connect all your services, we will attempt to contact you to discuss further options first or, if we cannot contact you after making reasonable attempts, we will cancel your order.

## Installation & setup

Spektrum nbn services are self-installed either with a Spektrum provided modem, or your own modem. Non-standard installations may incur additional costs. You must obtain permission from the owner of the property, if that is not you, to have Spektrum Broadband installed and have someone over 18 years of age in attendance at the appointment.

## Moving Home

If you relocate, Soektrum may not be able to provide you with the same offer and you may incur relocation charges.

## Hardware

For your internet service you need a compatible modem and you may need a nbn™ connection box, (plus a nbn™ outdoor antenna for Fixed Wireless services).

You can purchase a compatible modem from Spektrum or use your own compatible nbn modem (BYO) to access the nbn service.

If you use your own modem, we can only provide limited online support to assist with the setup of the device and cannot guarantee its compatibility.

You may receive a notification to return the nbn™ connection box to us (e.g. where the equipment is faulty).

If you fail to return the nbn™ connection box within 30 days of receiving such notification, you may be charged a non-return fee of \$114. The nbn™ connection box is the property of nbn co and must remain at the property when you leave.

## Warranty claims

If you purchase the Spektrum Modem, please refer to the warranty leaflet in the hardware box for details of Manufacturer warranties.

## Contact details

[www.spektrumcommunications.com.au](http://www.spektrumcommunications.com.au) or 1300693099

## Complaints & Disputes

If you have a complaint or a dispute, log onto our website or call where you will be able to raise a complaint or dispute.

## Telecommunications industry Ombudsman (TIO)

If you are not satisfied with how your complaint has been handled by Spektrum, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at <https://www.tio.com.au/about-us/contact-us>

## Broadband Education Package

To better understand broadband technologies and the factors that can influence the performance of your broadband service, you can visit the Communications Alliance Broadband Education Package website at <https://www.commsalliance.com.au/BEP>