

NBN PLANS

This summary may not reflect any discounts or promotions which may apply from time to time.

[Service Description, Pricing, Terms, and Conditions](#)

Pricing excludes GST

Effective 01 May 2023

Service Availability

This service is an unbundled service, provided over the NBNCo network, not available to all areas, site addresses, or customers. The type of service offered may need further qualification checks to determine what's available at your location. We'll try to contact you if all your services can't be connected, however, if we can't get in touch, you'll be connected to the lowest-priced plan(s).

Optional Modem

You will require an NBNCo-compatible modem for this service. We can supply a modem for a one-off upfront price. This price is dependent on the contract length of the NBN service & technology. You can choose to use BYO on your own modem, but it must be compatible with the NBN technology type. You must be capable of configuring your BYO device yourself. We will only be able to provide limited best-efforts support for your BYO device. You will still be required to pay for your NBN service if your BYO device is either incompatible or otherwise does not operate with the NBN service.

Broadband Speed

All prices are ex GST

SPEED TIER	50/20	100/40	250/25
MONTHLY PLAN VALUE	\$89	\$109	\$119
VALET INSTALLATION	\$199	\$199	\$199
CONTRACT FEE	24M	24M	24M
TYPICAL EVENING SPEED	48 Mbps	93 Mbps	240 Mbps
INCLUDED DATA	UNLIMITED DATA		

An NBN service can never go faster than the maximum line speed available at your home, so for FTTN/B/C customers we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan.

Broadband speeds vary due to several factors, including:

- Type of technology available at your address & network capacity.
- Set up at your site (such as the location of your modem and how the internet is used on your premise).
- Your hardware and software configuration.
- Whether your device is connected by Wi-Fi rather than an Ethernet cable.
- The source and type of content downloaded.

For further information, please visit <https://www.utelecom.com.au> & to check what NBN technology is available at your address visit www.nbnco.com.au.

Other Charges

Other charges are available at <https://www.utelecom.com.au>

Your Devices

You may bring your own compatible device, or may purchase from us.

Service Transfer

Your current analog contract could overlap with the rollout of the NBN network. Contact us if you wish to transfer to UTelecom on the NBN network. If you don't, we'll continue to provide your service up until the date on which your current service is disconnected as required by law. We will endeavor to contact you to advise you of the disconnect date of your existing non-NBN service, however, it is your responsibility to ensure you take action to ensure you have a service after the current service is disconnected. During the provisioning and installation processes, you may receive several messages from us and NBNCo, it is important that you respond to these messages if asked to, as failure to do so will result in a delay to the installation of your service.

Installation Charges

The standard installation charge is \$199 Ex Gst for installation. If a non-standard installation is required, NBNCo may impose additional charges, which we will pass on to you. If NBNCo deems your property to be a new development, the NBNCo New Development Charge of \$300 will apply.

Early Termination Charges

You agree that our Early Termination Charges on NBN services acquired by you on 24-month plans are a fair estimate of our cost in terminating the service at your request, whilst it is still in contract. The Early Termination Charge for an NBN service is cancelled before the end of your contract term, you will be charged 85% of the monthly charges for the balance of the contract period (85% x [monthly charge x remaining months]).

First Month Charges

On a customer's first bill, they will be charged a pro-rata amount from the date their service is connected until the 30th of the month and a full month's charge for the following month.

Fair Use Policy

Customers must comply with UTelecom's Fair Use Policy, which prohibits the use of services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the network's integrity. UTelecom may take action if the Fair Use Policy is breached, including suspending or canceling the service or reducing its speed.

Need Support? We're here for you.

Visit <https://www.utelecom.com.au> or call: 1300 008 835 for our support options.

Complaints

If customers wish to make a complaint, they can call UTelecom's complaint line: 1300 008 835 or contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit <https://www.tio.com.au/contact-us> if they'd like an independent investigation.

Legal Terms

The full legal terms for the Data Pooling plan are available on UTelecom's website, along with the Commercial Agreement between UTelecom and the customer.