

# CRITICAL INFORMATION SUMMARY

	BASIC	STARTER	ESSENTIAL	FAST	SUPER	ULTRA
	25/10	50/20	100/40	500/50	750/50	1000/100
MONTHLY ACCESS FEE	\$59	\$79	\$89	\$89	\$99	\$109
PROMO Discount - First 6 Months*	-	-	-	-\$20	-\$20	-\$20
NBN Technology	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	HFC FTTP FTTB/C/N	FTTP HFC	FTTP HFC	FTTP HFC
Included Data **	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
MAX Download (Mbps)	25	50	100	500	750	1000
Typical Evening Speed - Download***	24	48	95	500	750	875
MAX Upload (Mbps)	10	20	40	50	50	100
Typical Evening Speed - Upload***	8	17	35	44	44	92
Minimum Term	1 Month	1 Month	1 Month	1 Month	1 Month	1 Month

\* Subject to Promo Discount terms and conditions. \*\* Subject to EziBroadband's Acceptable Use Policy. \*\*\* Typical evening speeds are based on the download and upload speed test results of existing customers between 7pm and 11pm and are subject to change.

## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

EziBroadband NBN provides asymmetrical high speed internet access via the National Broadband Network.

### SERVICE INSTALLATION

Standard installation is included if the service is to be connected in an existing developed area. Additional charges may apply if your service installation is deemed to be non-standard. NBN Co will deliver your service to the Network Boundary Point at your premises. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. NBN Co may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings, which will appear on your first bill. If you choose to install a second service at the same premises, you will be charged \$297.

### IMPORTANT CONDITIONS REGARDING SPEED

Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual speeds will be affected by many external factors which include the type of NBN technology used to deliver the service, the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

### SERVICE AVAILABILITY

The service is subject to NBN availability at your premises. To check availability please contact our Customer Care Team on 132 934 or visit our website.

### CONNECTION TIMEFRAMES

Upon receiving and accepting the Service Application Form, we will commence the connection process. Connection timeframes may vary upon the type of connection required.

### EQUIPMENT REQUIREMENT

You will require a suitable NBN compatible modem/router for the service to work. If required, we can supply you with the required modem/router at an additional cost. Please note that **your modem/router and internal cabling must be capable of transmitting data at your selected NBN speed in order to take full advantage of the service.**

### nbn FIBRE UPGRADE

EziBroadband will facilitate upgrades to Fibre to the Premises (FTTP) connection technology for eligible Fibre to the Node (FTTN) and Fibre to the Curb (FTTC) premises through nbn Co's Fibre Connect Program. Our role is to schedule and manage the appointments with nbn. Please note that any matters relating directly to the installation are managed by nbn Co.

## INFORMATION ABOUT THE PRICING

### MINIMUM TERM, SET UP FEES and MINIMUM TOTAL COST

Minimum Term - One (1) Month. Set-Up Fee - \$0. Minimum total cost: \$59.

### CANCELLATIONS and PLAN CHANGES

The service can be cancelled at any time. A full monthly access fee applies to the billing period in which the service is being cancelled. You can upgrade or downgrade the plan at any time (subject to service availability). Any changes will take effect from the beginning of the following billing period.

### PROMO DISCOUNT OFFER - First 6 Months TERMS and CONDITIONS

1. The Promo Discount Offer (Offer) is only available to new customers and is subject to the terms and conditions outlined below, our Customer Terms, and any applicable Policies.
2. The Offer is valid from 18 February 2026 until withdrawn by EziBroadband at any time without notice.
3. The Offer provides new EziBroadband customers with a \$20 discount off the Standard Monthly Access Fee of an eligible EziBroadband nbn® plan for 6 months.
4. The Offer is only available to new EziBroadband nbn® customers that are connecting a new EziBroadband nbn® service for the first time. The 6 months is a promotional period and commences from the day your eligible EziBroadband nbn® service is activated. After the promotional period the cost of your plan will revert to then current Standard Monthly Access Fee.
5. This Offer is only available to new customers who are connecting to an EziBroadband nbn® service for the first time. It is not available to customers with an existing EziBroadband nbn® service or who have previously had an EziBroadband nbn® service. The Offer is only available once per customer and per premises.
6. Should you relocate premises within the first 6 months, the Offer is transferable to your new address for the remaining portion of the Offer period on the condition that you connect to an eligible EziBroadband nbn® plan at the new premises.
7. The Offer is transferrable between eligible EziBroadband nbn® plans when upgrading or downgrading plans with the balance of the promotional period transferred to the new eligible EziBroadband nbn® plan.
8. The Offer is non-transferrable between parties; cannot be used with any other special offer or promotion; and cannot be redeemed for cash.

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### OTHER INFORMATION

#### BILLING

All pricing is **inclusive of GST**. We will bill you in advance for the monthly access fees and in arrears for any one-off charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Our standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5.

#### PAYMENT METHOD

We accept payment by Direct Debit from a bank account or a credit card only.

#### FULL TERMS

Information and pricing is correct at the time of publication and is subject to change. This information is a summary only. For full details of the Customer Terms, applicable Service Schedules and Company Policies, please visit [www.ezibroadband.com.au/policies-legal](http://www.ezibroadband.com.au/policies-legal)

#### CONTACT US

EziBroadband is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please call **132 394**. If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.ezibroadband.com.au/compliments-and-complaints](http://www.ezibroadband.com.au/compliments-and-complaints)

If you are still not satisfied with the steps taken by us to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with EziBroadband and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.