

## NBN Broadband

### Information about the service

#### Service Description

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

#### Service Plan Information

Plan	NBN 12	NBN 25	NBN 50	NBN100	NBN Ultrafast
Standard Monthly Fee	\$59.00	\$65.00	\$75.00	\$95.00	\$148.00
Minimum term applicable	No	No	No	No	No
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

- No minimum contract term for all plans.
- Information about speeds, please refer to *Key Facts Sheet*.
- These plans can include optional single VOIP service.

#### NBN Connection charges

NBN Co. charges \$300 for first-time connections in a new development area and \$297 for an additional connection requiring installation of additional NBN equipment. We will inform you if either of these charges apply to you and include them on your bills.

#### VOIP Service

VOIP service with Netbay is a "Pay-As-You-Go" plan. Call rate include local call: \$0.25/call; STD: \$0.25/min; mobile: \$0.30/min and 13/1300: \$0.50/call. No flagfall applied. For international call rate, please see <https://www.citycable.com.au/index.php/international-call-rate/>

Additionally, you should not regard any VOIP service as a reliable service in an emergency, such during a power outage. VOIP services are not recommended if you/another resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line. Please make sure you have an alternative method to make emergency calls.

#### Usage and Speed Information

To find out how much data and speed you need, please see <https://www.citycable.com.au/index.php/data-estimator/>

### Other Information

#### Key Details

This is an internet service that is delivered over the National Broadband Network.

#### Payment Method

You can choose to pay for your service by direct debit from your bank account, your nominated credit card or AMEX, 1% surcharge will be applied on each AMEX transaction. Declined payment will be applied with a dishonour fee of \$9.90.

### Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via Email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

### Service Availability

NBN services are not apply to all areas. We will need to perform service qualification checks to the nominated site address for broadband service availability. The type of service offered the NBN network are FTTP, FTTN, FTTB, FTTC, HFC or FW, and so we may need to perform further qualification checks to determine the type of network for your nominated location. If we are unable to offer you services, we will contact you for further discussion, or if we failed to contact you in reasonable attempts, we will cancel your order.

### Installation and Setup

Standard installation is included. Non-standard installation may incur additional costs. You must be someone over 18 years of age to sign up with Netbay NBN Broadband and in attendance at the appointment.

### Relocation

If you wish to relocate the service, we may be able to provide the same service if the new location is NBN serviceable and you may incur with some charges if necessary.

### Hardware Devices

You must have a NBN compatible router to access to the NBN service if you choose not to purchase a router from us. However, we can only provide limited support to BYO router.

VOIP service is not available for BYO router. You must purchase a VOIP Phone Adapter, \$99, with Netbay Internet to access to VOIP service.

### Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 30 days before the next billing cycle. Otherwise, a full month charge will be applied and it is not refundable.

### General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to [info@netbay.com.au](mailto:info@netbay.com.au) or call us on 1300 733 215 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

### Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit

<https://www.tio.com.au/complaints/what-expect>

## Cable Internet

### Information about the service

#### Service Description

Netbay Internet built our own network to provide FTTB service, a better alternative to NBN to over 500 high-rise buildings and apartments in Australia.

#### Service Plan Information

Plan	Cable 25	Cable 100	Cable 200
Monthly Fee	\$49.99	\$54.99	\$64.99
Min Cost – no contract term	\$50.99	\$55.99	\$65.99
Min Cost – 12-month contract, inc. \$1.00 set up fee	\$600.88	\$660.88	\$780.88
Modem fee - optional	\$99	\$99	\$120
Data Allowance	Unlimited	Unlimited	Unlimited

- Free modem option for 12-month contract plans for Cable 100 and Cable 200.
- Postage of \$20.00 applied for hardware delivery.
- These plans do not include a voice (VOIP) service.

#### Minimum Contract Term

Depending on the plan you signed, either no term or 12-month term.

#### Early Termination Fee

For 12-month contract plan, if you terminate the service within the contract term, an early termination fee will be applied to you. The amount of the early termination fee will be the total monthly fee of the remaining contract term.

#### On-site Installation

Technician of Netbay or the subsidiary company may or may not need to onsite to your apartment for service activation. We will not charge you for the first onsite fee.

However, in the future service term, an onsite fee of \$99 will be applied if you request for onsite service and the service connectivity issue is due to your fault.

#### Usage and Speed Information

To find out how much data and speed you need, please see

<https://www.citycable.com.au/index.php/data-estimator/>

### Other Information

#### Key Details

This is a cable internet service that is delivered by Netbay's network to buildings.

To check your building availability, please visit <https://www.citycable.com.au/index.php/locations/>

#### Payment Method

You can choose to pay for your service by direct debit from your bank account, nominated credit card or AMEX, 1% surcharge will be applied on each AMEX transaction. Declined payment will be applied with a dishonour fee of \$9.90.

### Hardware Devices

If you choose to BYO router, please bring it to our office for configuration. Please note that we can only provide limited support to BYO router.

### Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via Email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

### Relocation

If you wish to relocate the service, kindly contact our customer service to check service availability for the new location. A relocation fee may incur.

### Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 7 days before the next billing cycle. Otherwise, a full month charge will be applied and it is not refundable.

### General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to [info@netbay.com.au](mailto:info@netbay.com.au) or call us on 1300 733 215 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

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