

Broadband Service Description

Australian Postal Corporation (ABN: 28 864 970 579) trading as Australia Post Broadband will supply you with Broadband Services on the terms and conditions set out below. Words not defined in these terms and conditions have the same meaning as in the *Telecommunications Act 1997* (Cth) (“Telecommunications Act”).

1. About this service description

- 1.1. This document describes the Australia Post broadband service.
- 1.2. This product refers to:
 - 1.2.1. A National Broadband Network (“NBN”) service delivered into our Next Generation Network Platform (“NGN”) via a variety of access tails and/or speeds, or; “NGN nbn®”.
- 1.3. This Service Description forms part of our Standard Form of Agreement, together with your agreement, our General Terms and Conditions, Critical Information Summaries and our Pricing table available on request or on our website australiapostconnect.com.au

2. Product Details & Specifications

- 2.1. The NGN nbn® service provides you with access to the government owned National Broadband Network as built by NBN Co. The aim of the nbn® is to provide equal and ubiquitous internet access to Australian consumers and businesses.
- 2.2. Please note this product is a best effort, Traffic Class 4 or TC4, consumer grade offering – and should not be used for real-time, latency sensitive business applications.
- 2.3. NGN nbn® connectivity may be provisioned using optical fibre cable, coaxial cable, copper pair usually used as a standard telephone line or fixed wireless technology depending on the technology available at the customers premises.
- 2.4. NGN nbn® is offered using shared access networks. Data transfer rates, latency, latency variation (jitter) and line attenuation are dependent upon many factors, and may vary during the day, location or other factors. NGN nbn® may not be suited to some applications that are sensitive to such network parameters. Your service will be provided with a dynamic CG-NAT IPv4 and IPv6 address. The periodic changing of dynamic IPv4 and IPv6 addresses is normal network behaviour and not a fault.
- 2.5. Static IPv4 and IPv6 addresses are not provided.
- 2.6. There are no further IPv4 or IPv6 addresses available to an individual service from us. IPv4 and IPv6 addresses supplied by us remain our property and cannot be transferred to your new provider.
- 2.7. Unless specified on your account application, our nbn® services do not include a nbn® modem/router. You can provide your own nbn® (compatible) modem/router or purchase one from us.
- 2.8. If your nbn® service is delivered on nbn® FTTB/N/C and is not capable of delivering the top speed for your plan, we will send you an email stating your line speed as determined by nbn® within 3 weeks of your service being active. We will provide you with the option to downgrade to a lower plan (if possible), or cancel your plan, in each case without charge.
- 2.9. Your nbn® service will not operate in the event of a power outage unless your nbn® service is connected using FTTP and a nbn® battery back-up unit is installed and working. nbn® battery back-up is not available through Australia Post.
- 2.10. Before ordering an nbn® service, if you have any medical or security alarm services, you should contact your current provider to check if your services are compatible with your nbn® services and identify what alternatives are available if they are not. If you have a medical alarm, Australia Post recommends you register your medical alarm service on the NBN Medical Alarm Register at www.nbnco.com.au. If you are considering purchasing a home phone with your nbn® service and have a serious or life-threatening medical condition, the Australia Post Broadband service is not suitable for your needs.

3. Service Access Types

- 3.1. The NGN nbn[®] is delivered to customers using a mix of technology types. The type of technology that will connect your customers to the nbn[®] network depends on your location.
- 3.2. The access methods available for this service are as follows:
 - 3.2.1. Fibre to the Premises (FTTP)
 - 3.2.2. Fibre to the Node (FTTN)
 - 3.2.3. Fibre to the Building (FTTB)
 - 3.2.4. Fibre to the Curb (FTTC)
 - 3.2.5. Fixed Wireless (FW)
 - 3.2.6. Hybrid Fibre Coaxial (HFC)

4. Available nbn[®] Speeds

Speed (Mbps)*	FTTP	FTTN/B	FTTC	HFC	Fixed Wireless
12/1	Yes	Yes	Yes	Yes	N/A
25/5	Yes	Yes	Yes	Yes	Yes
25/10	Yes	Yes 25/5-10	Yes 25/5-10	Yes	N/A
50/20	Yes	Yes 25-50/5-20	Yes 25-50/5-20	Yes	N/A
Wireless Plus	N/A	N/A	N/A	N/A	Yes Up to 75/10
Homefast (100/20)	Yes	Yes 25-100/5-20	Yes 50-100/5-20	Yes	N/A
nbn Fast Pro (100/40)	Yes	Yes 25-100/5-40	Yes 50-100/20-40	Yes	N/A
Home Superfast (250/25)	Yes	No	No	Yes (100-250/25)	N/A
Home Ultrafast (500-1000/50)	Yes	No	No	Yes (100-1000/50)	N/A

* The advertised speeds offer the theoretical speed options for the Service via the nbn[®] UNI-D port on a Fibre to the Premise or Fixed Wireless service, and the line rate on a VDSL modem on a FTTB/N/C service. FTTB/N/C and HFC services have a speed range. For FTTB/N/C and HFC services nbn[®] will only provide support for an End Users Service line rate speed that is below the bottom of the range (eg: experiencing less than 25Mbps downstream on a 25-50/5-20 Mbps service).

Home Superfast and Home Ultrafast are subject to capacity at the customer's location (POI). Australia Post may not always have immediately available capacity to support the Superfast and Ultrafast speeds.

Not all speeds are available at all locations.

5. nbn[™] New Development Fee

- 5.1. The Australian Government have released a policy regarding charges for building new telecommunications infrastructure in development areas. Previously nbn[®] were responsible for meeting the cost of providing fibre to new developments – but this new policy stipulates the cost will now be passed onto both the developers and actual households that are being connected.
- 5.2. As of 1 April 2016, nbn[®] will implement a \$300.00 fee for all connections made in areas they've identified as being within the boundary of a new development. If you are in a greenfield or new development area, as determined by nbn[®], and want to get connected to the nbn[®] network, then the \$300.00 fee will apply.
- 5.3. The new development fee will apply in the following cases:
 - 5.3.1. The first connection at a premises in a newly developed area (i.e. a suburb with no pre-existing telecommunications infrastructure).

5.3.2. The first connection(s) at a premises in an established area in the rare instance that a developer has increased the number of dwellings on the same plot of land (e.g. demolished a single house and built a block of units).

5.3.3. New customers signing up for Fibre to the Premises (FTTP) services where there's no connection that has been established. In most cases these would be in newly developed areas.

5.4. We will notify you if you are in a new development area before proceeding with establishing a new connection.

6. Service Activation & Transfer of Services

6.1. For NBN FTTB/N/C – if there are no vacant or inactive copper lines to your premises, you can nominate a compatible phone line to be sacrificed for your nbn[®] service. Once the phone line has been sacrificed, you'll no longer be able to use it as a voice line and you may lose the telephone number. Otherwise a new line can be connected for your nbn[®] and there'll be a once-off installation charge of \$300.00. We will notify you before proceeding with the installation.

6.2. You understand that it's your responsibility to check the terms of your contract with your current provider, to see if there'll be any consequences under that contract as a result of connecting a service with us (like an early termination fee).

6.3. We'll provide the service from the date the activation takes effect (and will let you know when this happens).

6.4. You give us permission to act on your behalf to facilitate the transfer of your service from another provider. The date the service is transferred or activated with us is the date the contract period of the service begins.

7. Email Addresses & Outgoing Mail Server

7.1. An email address and outgoing mail (SMTP) Server isn't provided with this service.

8. Service Cancellation

8.1. If you choose to cancel your service, you'll need to let us know by calling or writing to us, with 5 days' notice. Cancellation fees may occur, so please refer to the Critical Information Summary for your plan for more details on cancellation fees.

9. Order Withdrawal

9.1. If you withdraw the order before it's activated, a withdrawal fee may apply (which is set out in the [Other Charges](#) document).

10. Service Relocation

10.1. You can relocate your service anytime by calling or writing to us.

10.1.1. Relocation may lead to an increase in your monthly price if you're serviced by a different upstream carrier than the one that currently provides your service.

10.1.2. Relocation may lead to changes in the plans available to you.

10.1.3. The relocation of a service may lead to a new contract period applying from the date the new service is activated for the term chosen by you.

10.1.4. If we're unable to relocate your service, early termination fees may apply. Refer to Service Cancellation.

10.1.5. The Relocation Fee are set out in the Other Charges document.

11. Faults

- 11.1. The speed and performance of your connection may vary due to many different factors such as the nbn® speed tier you are on, the length and quality of copper cabling used within the nbn® network, in-home/business wiring, WiFi coverage within your home/business, modem configuration and location. nbn® Fixed Wireless services are also affected by obstructions to line of sight, weather conditions and distance from transmission tower. Ensure that your WiFi modem is centrally positioned in your home/business to maximise WiFi coverage.
- 11.2. The actual speed you will receive depends on a number of factors, including but not limited to, distance from the exchange, quality of the copper path, the equipment you have connected and traffic in external networks.
- 11.3. The service provided is a best efforts service. There are no financial rebates available for service performance, uptime or fault conditions.
- 11.4. We are unable to make guarantees to the speed you will receive on the nbn®. Any speed descriptions are port speed only, not the speeds you will necessarily receive.
- 11.5. In the event you have service difficulties, you can notify our Customer Service Team.
- 11.6. You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.
- 11.7. In the event a fault needs to be lodged with our upstream carrier, you agree to the possibility of an Incorrect Fault Investigation Fee being charged in the event no fault is found with our service (as set out in the [Other Charges](#) document).
- 11.8. You are responsible for providing appropriate, correctly configured hardware (modem, router, etc.) as required to use your service. Approved hardware is available for purchase directly from us.

12. My Account

- 12.1. Our website australiapostconnect.com.au provides a My Account area for you to manage your Service.
 - 12.1.1. The website is accessible via Username / Password provided to you during the activation process.
 - 12.1.2. A range of tasks can be performed in your My Account such as renewal, plan changes and payments.
 - 12.1.3. The functionality available in My Account may change from time to time.
- 12.2. Confidentiality
 - 12.2.1. You must keep your password confidential along with all other personal identification that you give us in connection with the Service. Any person that knows these details will have access to your My Account and will be able to view your personal information and exchange account details.

13. Contact

Australia Post Broadband

Phone: 1300 196 916

Email: support@australiapostconnect.com.au

Online: australiapostconnect.com.au

Mail: Australia Post Broadband, PO Box 222 South Melbourne VIC 3205