

nbn™ advanced broadband with silver support

Service Description

Broadband internet access service delivered via the National Broadband Network (nbn™).

Typical peak download speed is 216 Mbps.

Plan Inclusions

- Unlimited data usage per month
- Static IP address

Monthly Charge

The monthly charge for this service is \$329.

Maximum Early Termination Charge

Contract Type	Maximum Early Termination Charge
Month to month	No charge
12 month	\$150
24 month	\$480

Minimum Term

Month to month, 12 month and 24 month contract options are available.

Support Package

Basic

- Free on-site installation and assurance service
- Service response hours 24 hours 7 days
- Service rectification time within 8 hours
- 0.99 service availability guarantee

Early Termination Charge

Contract Type	Early Termination Charge
Month to month	No charge
12 month	\$150
24 month	\$20 for each remaining month of contract

Data Usage Information

Visit <https://www.thebroadbandbrokers.com.au/usage-information/> to obtain up-to-date service usage information.

Customer Service

Please visit <https://www.thebroadbandbrokers.com.au/contact-us/> for our customer service contact details.

Dispute Resolution

If you are unhappy with your service, please visit <https://www.thebroadbandbrokers.com.au/dispute-resolution/> for dispute resolution information.

Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Visit <https://www.tio.com.au/contact-us> for information on how to contact the TIO.