



Critical Information Summary

NBN Broadband (Fibre) - Residential

Information About the Service

BinaryHome NBN Broadband (Fibre) is a broadband service for Residential Customers that delivers high speed internet access to areas that are currently serviced by the NBN Fibre network.

Requirements & Availability

You need to be in an NBN Fibre area that is Ready for Service.

You will require a router to connect to the NBN NTU (Network Termination Unit). We can supply a router for an additional fee or you may supply your own.

The 12/1Mbps and 25/5Mbps speed plans are available. Other Fibre plans are not currently available.

Minimum Term

NBN Broadband plans are available on either a 1-month term, a 12-month term or a 24-month term. A 12 month term includes a discounted setup fee. A 24 month term includes a \$0 setup fee.

Excess Quota Charges

There are no excess quote charges on any of the plans. Once the included data has been used, the connection will be slowed to a speed of 256kbps / 256kbps.

Important Conditions

Actual service speeds will vary based on infrastructure capacity and usage. NBN Fibre Broadband may not be available at your location, please confirm availability before ordering. Service is billed monthly in advance, and payment can be made by credit card or direct debit.

Information About the Pricing

Monthly Charges

All prices shown below are inclusive of GST.

NBN Fibre (12/1Mbps) Plans

Broadband Plans	Included Monthly Data	Monthly Cost	Min. Total Cost on 1 month term	Min. Total Cost on 12 month term	Min. Total Cost on 24 month term	Unit cost 1GB of data included in the plan
NBN 50GB	50GB	\$65.89	\$240.89	\$889.68	\$1581.36	\$1.32
NBN 200GB	200GB	\$76.89	\$251.89	\$1021.68	\$1845.36	\$0.38
NBN 400GB	400GB	\$98.89	\$273.89	\$1285.68	\$2373.36	\$0.25
NBN 800GB	800GB	\$109.89	\$284.89	\$1417.68	\$2637.36	\$0.14



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NBN Fibre (25/5Mbps) Plans

Broadband Plans	Included Monthly Data	Monthly Cost	Min. Total Cost on 1 month term	Min. Total Cost on 12 month term	Min. Total Cost on 24 month term	Unit cost 1GB of data included in the plan
NBN 50GB	50GB	\$71.39	\$246.39	\$955.68	\$1713.36	\$1.43
NBN 200GB	200GB	\$82.39	\$257.39	\$1087.68	\$1977.36	\$0.41
NBN 400GB	400GB	\$104.39	\$279.39	\$1351.68	\$2505.36	\$0.26
NBN 800GB	800GB	\$115.39	\$290.39	\$1483.68	\$2769.36	\$0.14

Setup Fees

Broadband setup fee will vary dependent on your choice of contract term.

1 Month Contract	\$175.00 inc GST
12 Month Contract	\$99.00 inc GST
24 Month Contract	\$0.00 inc GST

Early Termination Fees

If you sign up to a 12 or 24 month contract term, a termination fee of \$175.00 inc GST will apply. If you sign up to a 1 month contract term, an early termination fee does not apply.

Other Information

Usage Information

Available on our website at <http://portal.binaryhome.com.au/> or by contacting our accounts department

Customer Service

You can contact Binary Home customer service on 1300 246 279 or you can email support@binaryhome.com.au

Internal Dispute Resolution Process

If you have an unresolved dispute or complaint with Binary Home, you may escalate the matter by putting your complaint in writing to PO Box 647, Mt Waverley VIC 3149 or by emailing complaints@binaryhome.com.au.

Telecommunications Industry Ombudsman (TIO)

If the outcome of a complaint lodged with Binary Home is not satisfactory, you may choose to contact the TIO on 1800 062 058 or via their website at www.tio.com.au/making-a-complaint