

Countrytell NBN Services

Information about this service

- This Critical Information Summary covers the delivery of Internet connectivity over the NBN network only.
- Requirements and availability
 - You will need an Ethernet capable router for FTTP services, or a VDSL2 capable router for FTTN and FTTB services.
 - The service is available in NBN enabled areas only, or where NBN advises NBN connections will be available within three months. [Check your location coverage here.](#)

Minimum Term - The service is provided on a 24-month contract. A monthly option is also available.

Information about pricing

- There are three NBN plans:

Plan <i>*As per NBN Tiers</i>	Monthly data	Monthly cost	Total Min cost on monthly contract	Total minimum cost on 24 month contract	Unit Cost of 1GB of Data included in plan
Tier nbn™ 25 (up to 25/5 Mbps)	500GB	\$75	\$200	\$1800	\$0.15
Tier nbn™ 50 (Up to 50/20 Mbps)	1000GB	\$90	\$240	\$2160	\$0.09
Tier nbn™ 100 (Up to 100/40 Mbps)	1000GB	\$105	\$255	\$2520	\$0.11

**The actual service performance may vary due to a range of factors and may be slower than the maximum NBN connection speeds. Factors include demand on the network, local conditions, Internet traffic, line condition, hardware and software or the data being transferred.*

- The total Minimum Cost on a monthly contract is the standard set up fee plus one month of plan fees.
- The total Minimum Cost on a 24 Month Contract is the discounted setup fee plus 24 months of plan fees.
- For NBN Fixed Wireless services only Tier nbn™ 25 is available.
- A new development connection fee of \$300 may be charged by NBN Co. If this is the case we will notify you and bill you accordingly.
- Countrytell reserves the right to charge for non-standard installations.

Excess Usage Charges

- This service has a capped data limit. There is no charge for additional usage above that limit, but once you reach the data cap your Internet speed will be reduced to 256kbps until the end of the billing period. Data top ups can be arranged. The data quota includes uploads and downloads.

Set Up Charges

Contract Option	Set Up Charge	Features
New Customer: Monthly Contract	\$125	Maximum flexibility, no long term contract commitment
New Customer 24 month contract	\$0	Reduced set up fee & a 24 month commitment with early cancellation charge
Existing Countrytell Customer:	\$0	Existing Countrytell customers who are out of ADSL contract can switch to the NBN at the same address with no set-up fee and no re-contracting required

Cabling in your premises beyond the network boundary point is at the cost and responsibility of the customer.

Cancellation charges – apply to the 24 month contract term only and cover the charges incurred by us when the contract commenced.

If you select a 24 month contract term and cancel during the initial 24 month period, an early cancellation charge will apply. Within the first six months the maximum cancellation charge will be \$350.

Early cancellation Fee	Contract Term			
	1 – 6 months	7-12 months	13 – 18 months	19-24 months
NBN	\$350	\$250	\$175	\$125

Other Information

NBN Access Technologies: The broadband Internet service is delivered over the NBN Network to your home via fibre to the premises (FTTP) using Ethernet, fibre to the basement (FTTB) using ADSL2+ or HFC cable, fibre to the node (FTTN) using ADSL2+ or Fixed Wireless via an antenna attached to your roof.

Battery Back-up & Power outages (FTTP only): You can purchase an nbn™ Power Supply Unit with Optional Battery Backup Service as part of your service to enable you to continue to use your NBN FTTP during a power outage.

Customers can view details of their NBN Broadband service, including data usage, online via the Countrytell customer access tool. <https://support.countrytell.com.au/cat>

Information on how to contact us

We are here to give you the best customer experience possible.

Telephone: 02 9191 4600

Email: customercare@countrytell.com.au

Disputes and Complaints Handling

While we always try to deal with your concerns or complaints promptly, fairly, completely and courteously we realise that this may not always happen.

If you have any issues that you do not believe have been dealt with properly, please contact us support@countrytell.com.au or download our complaints handling process from our website.

Telecommunications Industry Ombudsman

If you are still not happy with how we address your concerns you can contact the Telecommunications Industry Ombudsman:

Telephone: 1800 062 058

Website: www.tio.com.au/making-a-complaint