

Information regarding your service

We will connect your service using one of the following technologies on the nbn™ access network:

- FTTN
- FTTB
- FTTC
- HFC
- Fixed Wireless

Fixed wireless services are only eligible for the Basic nbn™ 25/5 and Standard nbn™ 50/20 services. We do not offer connections on nbn™ Sky Muster satellite. The service address must reside in a serviceable location; please use the address check tool on our website.

If we are unable to service your address, Prime Broadband will issue a refund within 14 business days.

Our plans do not include a modem or router, but we do offer nbn™ compatible devices for upfront purchase. If you bring your own device, it must be unlocked and compatible with the nbn™ network.

Your speed may vary due to factors outside of our control, such as internal wiring, distance from your node, congestion on your fixed wireless cell, or time of day. We cannot guarantee your speed. However, we will ensure the availability of reasonable capacity and bandwidth. You may experience slower speeds during peak hours. Customers serviced by FTTN will experience slower speeds during the co-existence period with legacy infrastructure regardless of RSP.

We offer services on a minimum commitment of one month. The services are on a month to month basis, and we do not lock you into a contract.

Connection times will vary between four business hours and twenty business days. Connection time is dependent on access technology type and – if nbn™ requires an onsite appointment – technician availability in your area.

Once you've ordered a service, we will issue you an invoice for the first and following month in advance. Prime will deduct the invoice's charges from your chosen payment method after fourteen days. We will send you a payment reminder by email. Your billing cycle will commence once nbn™ confirm that your service is active.

Prime does not charge a setup fee. However, nbn™ may charge additional costs such as labour, missed appointment, or new development fees. We will inform you of any applicable changes.

We do not charge a cancellation fee. However Prime will not refund the remaining days of your billing cycle. You're welcome to change your plan at no additional charge.

This critical information summary does not reflect any applicable offers at the time of connection. We will notify you in writing whether an offer is applicable.

All prices are in Australian dollars and inclusive of applicable taxes such as GST.

Costs and expected speeds:

Plan	Included Data	Monthly Charge	NBN AVC Speed	Typical Evening Speed
Basic	Unlimited	\$64.00	25 mbit/sec down 5 mbit/sec up	23 mbit/sec down
Standard	Unlimited	\$74.00	50 mbit/sec down 20 mbit/sec up	47 mbit/sec down
Premium	Unlimited	\$94.00	100 mbit/sec down 40 mbit/sec up	87 mbit/sec down

Additional once off \$300 New Development charge applies if your premises is identified by as being within the site boundary of a NBN new development.