NBN Broadband

Information about the service

Service Description

CityCable NBN broadband is a broadband data service that provides you with internet access at your premises via the National Broadband Network.

Service Plan Information

Plan	NBN 25	NBN 50	NBN 100	NBN 500	NBN 750	NBN 1000
Typical downloading speed	25mbps	50mbps	100mbps	435mbps	656mbps	875mbps
Typical uploading speed	8mbps	16mbps	32mbps	43mbps	43mbps	82mbps
Standard Monthly Fee	$60	$83	$90	$90	$98	$110
Minimum term applicable	No	No	No	No	No	No
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

- Information about speeds, please refer to *Key Facts Sheet*.
- No minimum contract term for all plans.
- Static IP feature will charge $10/month.
- These plans can include optional single VOIP service. Please call us for more information.

New Site Connection Fee

A new development fee of $300 inc.GST may be applied – depends on the service address. An extra charge will be applied for an additional connection requiring installation of additional equipment. We will inform you if either of these charges will apply to you and will include them in your bills.

VOIP Service

VOIP service with CityCable is a "Pay-As-You-Go" plan. Additional hardware may be required. Call rates include local call: $0.25/call; STD: $0.25/min; mobile: $0.30/min and 13/1300: $0.50/call. A flagfall of $0.30 apply to international call. For international call rate, please see https://www.citycable.com.au/index.php/international-call-rate/. Additionally, you should not regard any VOIP service as a reliable service in an emergency, such as power outage. VOIP service is not recommended if you/other resident have a disability, serious illness or other life-threatening condition necessitating an uninterrupted phone line. Please make sure you have an alternative method to make emergency calls.

Usage and Speed Information

To find out how much data and speed you need, please see https://www.citycable.com.au/data-and-speed-estimator/.

Other Information

Billings

City Cable NBN service(s) are charged full month in advance (generally on the 1st of the month) and are non-refundable. We will only pro-rata the fee of the 2nd month to ensure your billing period is adjusted from your commencement date to the 1st of the month.

Payment Method

Direct Debit Authorisation

By completing the online sign-up process, you authorise payment via direct debit. The card details provided at the time of sign-up will be used for ongoing monthly direct debit payment. For bank account direct debit, please contact us to update your bank account details.

AMEX Payment

AMEX payment will incur 1% surcharge per transaction.

A dishonor fee of $9.90 will be applied to each declined payment.

Service Availability

NBN services are not apply to all areas. We will need to perform service qualification checks to the nominated site address for broadband service availability. The type of service offered the NBN network are FTTP, FTTN, FTTB, FTTC, HFC or FW, and so we may need to perform further qualification checks to determine the type of network for your nominated location. If we are unable to offer you services, we will contact you for further discussion, or if we failed to contact you in reasonable attempts, your order will be cancelled.

Free FTTP Upgrade Eligibility

Selected FTTN and FTTC addresses may be eligible for a free upgrade to FTTP, subject to a 12-month NBN contract. Check your address for eligibility and contact us for upgrade request.

Hardware Devices

You must have a NBN compatible modem/router to access to the internet service for BYO router. However, we can only provide limited support to BYO router.

VOIP service is not available for BYO router. You may need to purchase a VOIP Phone Adapter, $99 inc.GST, with CityCable to access to VOIP service.

Installation and Setup

Standard installation is included. Non-standard installation may incur additional costs. You must be someone over 18 years of age to sign up with CityCable NBN Broadband and in attendance at the appointment.

On-site Appointment

Technician of CityCable or the subsidiary company may or may not need to onsite for service activation.

Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

If you request onsite service during the service term and the connectivity issue is found to be attributable to your actions, a fee of $165.00 inc.GST per hour will be incurred.

A missed appointment fee of $165.00 in.GST will be applied if the service activation or service fault rectification does not proceed at scheduled appointment time, due to act of End-user.

Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

Relocation

If you wish to relocate the service, we may be able to provide the same service if the new location is NBN serviceable and you may incur with some charges if necessary.

You may check your address here on https://www.citycable.com.au/

Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 30 days before the next billing cycle. Otherwise, a full month charge will be applied, and it is not refundable.

General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to info@citycable.com.au or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit https://www.tio.com.au/complaints/what-expect.