

## amaysim Home Internet Price Table

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## 1. About this Price Table

- (a) This is the standard Price Table for the amaysim Home Internet Service. It states the applicable pricing for the amaysim Service, except to the extent where any applicable Product Specific Terms and Conditions specify alternative pricing.
- (b) This Price Table is part of our Standard Form of Agreement, which is made up of all of the documents listed in our General Terms.
- (c) The latest versions of the above documents are available for download on our website [www.amaysim.com.au](http://www.amaysim.com.au).

### 1.2 amaysim nbn Home Internet Plans

The amaysim nbn Home Internet Plan are provided on a rolling month-to-month basis. You may cancel at any time. Any payments made prior to cancellation are forfeited. The minimum term period for Your Service is one calendar month and will begin from the time Your Service is activated.

We take your first payment when you sign up. That payment is held until your NBN service is ready. Your first month begins once:

1. your connection is activated, and
2. we've sent you a notice confirming your service is ready to use.

Your upfront payment is then applied to cover that first month. After that, you'll be billed monthly in advance. If You cancel before your service becomes active we will refund this first month's payment.

Any charges for our Home Internet Plans that not set out here are displayed in the applicable Critical Information Summary for those plans: <https://www.amaysim.com.au/termspolicies/critical-information-summaries>

If you are an existing amaysim customer, the Critical Information Summary for your specific plan is also available in [www.amaysim.com.au/my-amaysim](http://www.amaysim.com.au/my-amaysim).

The amaysim nbn Home Internet plans were first offered on and from 17 June 2024.

### 1.3 Automatic Payment Setup

All amaysim nbn Home Internet Plans are Automatic Payment Plans which means You will be automatically charged via Your selected credit card or PayPal charge in advance at the start of each payment cycle for recurring charges. Your first payment will go through once Your service is connected to nbn and ready for use. This is the start of your billing cycle.

You must set up automatic payments via Credit Card or PayPal as Your payment method. By signing up to these plans, You are agreeing to the amaysim Automatic Payment (Direct Debit) Service Terms (found at [www.amaysim.com.au/dms/amaysim/documents/terms-conditions/Direct-Debit-Request-Service-Agreement.pdf](http://www.amaysim.com.au/dms/amaysim/documents/terms-conditions/Direct-Debit-Request-Service-Agreement.pdf)).

### 1.4 Tax Invoice

Customers on Automatic Payment Plans will be issued electronic tax invoices (which includes a summary of charges), that will be made available in My amaysim app or by visiting [www.amaysim.com.au/my-amaysim](http://www.amaysim.com.au/my-amaysim), as a receipt confirming payment.

### 1.5 Current month to month Contract

The Automatic Payment Plans do not include paper bills and require You to set up automatic payments via a credit card or PayPal as the only payment method for these plans. Setting up automatic payments from a bank account is currently not an option.

### 1.6 Credit Card Pre-Authorisation

If You choose to add a Credit Card as the payment method for Your account, we may perform a pre-authorisation transaction against Your Credit Card account

## 2. Fees

### 2.1 Paper Invoice

We will provide You with a digital invoice over the sum of Your usage in pdf-format at no extra cost. The digital invoice constitutes a tax invoice. Historic Billing Information

You can request billing information which is older than 24 months (where available), and we will provide a quotation for costs to retrieve the information from archive. We will send this information to You via electronic format.

### 2.2 NBN Installation and Service Charges

NBN Co may charge fees under the Wholesale Broad Agreement (available at <https://www.nbnco.com.au/rsp/supply-agreements/wba>) in relation to connection, installation and ongoing maintenance of NBN services, some of which are set out in the table below and the prices for which may change from time to time.

If we receive a charge from NBN Co that was incurred during the course of work performed on Your service, we may bill those charges to You on a case by case basis. Applicable prices will be advised and confirmed for Your agreement before work begins.

NBN Co FEE	FEE DESCRIPTION
Initial Standard Installation	A standard installation that is the first installation performed by NBN Co (or an Installer) in respect of a premise where NBN Co standard installation requirements are met. See <a href="https://www.nbnco.com.au/fibre">nbnco.com.au/fibre</a> installation for more information from NBN Co.
Initial Non-Standard Installation	A non-standard installation that is the first installation performed by NBN Co (or an Installer) in respect of a premise where it was reasonably determined not to be a 'standard installation' due to the level of complexity, uniqueness of the circumstances or the presence of obstacles, dangers or safety concerns.  The NBN Co installer will provide You a quotation for the non-standard charges and You will need to consent to these if You wish the installation to proceed. If You consent, amaysim will bill You for these charges. See below for Labour rate.
Late Cancellation Fee (Site Visit)	The cancellation of a request for the performance of an activity that requires NBN Co to attend the premises where that cancellation occurs after NBN Co has dispatched NBN Co personnel for the purposes of fulfilling that request.

NBN Co FEE	FEE DESCRIPTION
Missed Appointment Fee	The failure of You (or Your authorised representative) to be present from the beginning of an applicable appointment window during the attendance by NBN Co personnel at a premise.
Subsequent Installation Fee (New Line)	Any installation which is not an initial standard installation or an initial non-standard installation. Includes installation of new copper line where there is an existing copper service You have chosen not to migrate.
New Developments Charge	Installation of an NBN Co network service to a premise where NBN Co identified as a new development.
Central Splitter (At Install)	Installation of a Central Splitter at the time of a standard installation.
Central Splitter	Installation of a Central Splitter at a time other than during a standard installation.
No Fault Found (Truck Roll Required & Central Splitter Installed)	An attendance at a premises or other suspected location of a fault has been required for NBN Co to determine that a fault reported as a service fault is a non-NBN fault and a Central Splitter was installed during the same visit.
No Fault Found (No Truck Roll required)	No attendance at a premises or other suspected location of a fault has been required for NBN Co to determine that a fault reported by You as a service fault is a non-NBN fault.
No Fault Found (Truck Roll required)	An attendance at a premises or other suspected location of a fault has been required for NBN Co to determine that a fault reported as a service fault is a non-NBN fault.
Repairs to Equipment - end-user cause	<p>The repair or replacement of any NBN Co equipment that is installed or located at a premises where an act or omission of a customer has caused or contributed to the need to perform the repair or replacement. See below for Labour rate.</p> <p>The NBN Co installer will provide You a quotation for the charges and You will need to consent to these if You wish to proceed. If You consent, amaysim will bill You for these charges. See below for Labour rate.</p>
Equipment Repair	<p>The repair or replacement of any NBN Co equipment that is installed or located at a premises where repair or replacement is required. See below for Labour rate.</p> <p>The NBN Co installer will provide You a quotation for the charges and You will need to consent to these if You wish to proceed. If You consent, amaysim will bill You for these charges. See below for Labour rate.</p>

<b>NBN Co FEE</b>	<b>FEE DESCRIPTION</b>
Rearrangement, Modification or Removal	<p>The rearrangement or modification of any NBN Co equipment that is installed or located at a premises where it has been validly requested that NBN Co rearrange or modify that NBN Co equipment. See below for Labour rate.</p> <p>The NBN Co installer will provide You a quotation for the charges and You will need to consent to these if You wish to proceed. If You consent, amaysim will bill You for these charges. See below for Labour rate.</p>
Labour rate	The rate per hour charged by NBN Co where non-standard work is required.