

## amaysim Home Internet General Terms

**Fair Go Policy applies to all amaysim internet services. Available to selected premises.**

These plans are subscription plans that do not include paper bills and require you to set up automatic payments (i.e. direct debit) via a credit, debit or charge card as the only payment method for these plans. Automatic payments from a bank account is not an option. See "Payment Information" below for more details.

### Fees, charges, and cancellation

**Start-up fee:** There is no start-up fee for these plans.

**+NBN Charges:** Installation fees may apply if you request a technician for set up where a self-install option is available. nbn may send you a self-installation kit. Additional fees may apply for a first time nbn connection to dwellings in new developments.

Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may also apply.

**Minimum term:** You must connect for a minimum of one month. Minimum term and charging commence when nbn confirms to us that your service is operational.

**Minimum total cost:** Minimum total cost for each month-to-month plan is calculated as one month of the applicable plan fee.

**Cancellation:** You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of your payment cycle, unless otherwise set out in our agreement and subject to your consumer law rights. Once you have cancelled, you will retain access to your service until the end of your renewal period.

**Payment information:** You will be automatically charged via your selected credit, debit or charge card at the start of each payment cycle for recurring charges. By signing up to these plans, you are agreeing to the amaysim automatic payment provisions set out at <https://www.amaysim.com.au/terms-policies>.

An electronic tax invoice will be provided after payment through email. We do not provide paper bills or invoices for these plans. You can view your Invoices and update your payment details at any time in the amaysim App or by visiting My Amaysim at <https://www.amaysim.com.au/my-amaysim> As your payment method is required to be automatic payments in the form of direct debit from a credit, debit or charge card, there are no processing fees. For more info, go to <https://www.amaysim.com.au/help/nbn/billing-and-payments/how-and-when-will-i-be-billed>

## Important service and equipment information

**Serviceability:** Unfortunately, we cannot guarantee connection until we successfully install your service.

**Priority Assistance:** We do not offer Priority Assistance. A provider who does is Telstra.

**Battery back-up:** We do not support battery back-up functionality for nbn services and in most cases, nbn services will not function during a power failure.

**Accessibility:** For information about products and services we offer for customers with different disabilities, please see: <https://www.amaysim.com.au/help/account/accessibility-and-disability-support-information>

**Speed & Video Quality:** Many factors affect speed and video quality such as internet traffic, your line condition, your hardware and software, the data source or destination, your location and the number of simultaneous video streams or other downloads you have running over your connection.

**BYO Modem:** To take up one of these plans you must bring your own modem, you acknowledge and agree that:

- amaysim does not offer a phone service with our NBN plans, which means you won't have access to a landline home phone service that you can use to make or receive calls or contact emergency services like 000.
- It's your responsibility to ensure your self-supplied modem is nbn compatible and can be used on the nbn.
- If you have chosen the faster of our speed plans (Fast As and Superfast As) you will need to ensure that your self-supplied modem is able to deliver the faster speed to your devices. We recommend Wi Fi 6 modems for these plans. You should contact your device supplier to find out if your device will work before connecting to the nbn network.
- amaysim will only be able to provide you with general support for your service. We won't be able to identify or fix faults related to your self-supplied modem, you'll need to contact the manufacturer directly.
- nbn® reserves the right to refuse to fix a fault where it considers a modem to be the cause or to suspend a service where it considers a modem to be unsupportable or a risk to the network.
- We're required to test the service is working but because we only offer BYO plans, we can't do these tests. You will need to tell us if there are any issues with your nbn service before those issues will be rectified.

**Trademark notices:** nbn®, NBN Co limited and other nbn® logos and brands are trademarks of NBN Co limited and used under licence.

**Customer Satisfaction Guarantee:** If you are not happy with your amaysim nbn service within 30 days of connecting, you may cancel via phone or message and receive a refund your first monthly plan fees.

To claim, you'll need to contact us prior to disconnecting or transferring your nbn and state that you are cancelling your amaysim NBN plan under the Satisfaction Guarantee policy. If you have any offers, or credits on your account that have been given to you by amaysim, they won't be refunded, exchanged or redeemable for cash when you claim.

Only available once per customer per residential address, within the first 30 days (prior to first bill). If you have previously claimed under the Satisfaction Guarantee, you may be asked to provide proof of address and move in date to show that you have changed premises since the previous claim.

None of this will affect any other rights or remedies you may have under the Competition and Consumer Act 2010 (Cth).

**\$10 off for your first 6 months (Standard Introductory Offer):** If you sign up to an amaysim nbn plan, you will receive \$10 off your plan access fee per month, for the first 6 months, and then pay the standard in-market plan fee thereafter. The offer is not available with any other offer, unless specified. The discount is forfeited if you cancel your nbn plan.

**Additional Service \$10 Credit:** After their first 6 months, Customers who have an amaysim SIM Plan, in addition to their NBN plan, will receive a \$10 discount on their nbn plan fees, for as long as they retain that active amaysim mobile service. One discount per customer. Not available with any other offer unless specified. Discount is forfeited if customer cancels their nbn plan.

The terms and conditions of these plans are set out at <https://www.amaysim.com.au/terms-policies>