

Critical Information Summary – Fetch TV & nbn™ broadband (25Mbps/10Mbps Unlimited)

Service to be provided: An Internet Protocol (IP) television service that is supplied using your bundled broadband connection.

Minimum monthly Charge: \$79 (plus rentals/purchases)

Maximum monthly Charge: \$79 (plus rentals/purchases)

Early termination Max Charge: \$0.00 if Fetch Mini Box returned, \$135.00 if Fetch Mini Box not returned

Minimum term applicable: 1 Month

Information about the service

What is the service?

Fetch TV is an Internet Protocol (IP) TV service that is supplied using your bundled broadband connection. Aussie Broadband's nbn™ broadband service uses NBNCo infrastructure (eg. fibre to the premises, HFC, fibre to the curb or fibre to the node) to deliver broadband to your premises. This service provides typical evening download speeds of 22Mbps for fixed line services.

Where is it available?

Aussie Broadband Fetch TV is available anywhere that we can supply an NBN broadband connection (for more details: www.aussiebroadband.com.au/nbn/availability/). Fetch's free-to-air component is dependent on the free-to-air connection at your premises.

What do I need to access the service?

You will need:

- Where applicable, NBN will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- An NBN-ready modem/router (see "equipment fees" on next page)
- FTTC customers only will also need an NBN network connection device provided free of charge by NBNCo
- An Aussie Broadband Fetch Mini set-top box
- A wifi-enabled router, or appropriate internal cabling to hook the Fetch box to your broadband
- A compatible television with an HDMI port
- A TV antenna for free-to-air television

Important note for FTTN and FTTC customers:

- Your copper phone line will be taken over by the connection. This means that you need to transfer to an IP phone service (internet-based phone) or you will lose your current landline phone connection.

- You may find that all the phone sockets within your premises are disabled

Minimum term of the service

This service is month-to-month with no fixed term.

What is included?

Features of this service include:

- No excess usage
- Five email addresses
- Email spam protection
- Australian-based phone support
- 30 free preselected movies at any time (one added and one deleted daily)
- Free-to-air television and catch up TV
- Access to TV and movie stores, plus apps such as Netflix and Stan (subscription extra)
- Mobile app
- Ability to pause, rewind and record live TV (recording available on the mighty box only)

Do I have to bundle anything with these services?

You do not need to bundle anything else with this offer. If you change to a limited data plan or cancel your broadband connection, we cannot provide you with a Fetch TV service.

Qualifications

Please note that this service may be suspended and/or cancelled if you fail to pay your bill, you are abusive to our staff, or you breach our "fair use" policy (available at aussiebroadband.com.au/legal/).

If your account has been suspended, you will not be able to make any Fetch purchases or watch content.

The Fetch TV box remains the property of Aussie Broadband. If you cancel your unlimited internet service and/or Fetch service with us, you must return the box in good working order to Aussie Broadband at your own cost within 30 days. If you do not return the box, you will be billed a non-return fee (see exit fees) and you will not be able to use the box for another service.

Once you exit the service, you will only be able to view your purchased content via the Fetch app on a mobile device.

Once-off Fetch purchases are capped in our system at \$100 to prevent bill shock. This limit can be lifted by contacting our customer service team on 1300 880 905.

Information about pricing

Monthly charges

Data amount (downloads and uploads)	Unlimited
Average peak hour download speed (Mbps)	22
NBN Monthly charge	\$69
Fetch TV Monthly Charge	\$10
Total minimum price	\$79
Unit cost of 1GB of data	N/A

Excess usage

There are no excess usage charges

Set-up fee

There is no set-up fee for this service.

Equipment fees

- You don't have to purchase a modem/router from Aussie Broadband, but we can provide an NBNCo-ready modem/router if you do not have one.
 - Modem/Router cost is \$149 plus postage
 - Router Mesh options from \$249 to \$499 plus postage
 - Postage cost is \$25 for courier post
- The Fetch box remains the property of Aussie Broadband
- You will need to pay for your own internal cabling if required

New development fee

NBN may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring an NBN connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and buildings requiring a new mailing address. We will inform you upon sign up if this fee may apply.

Other possible costs

- You can change the speed of your NBN plan at any time for no fee. If upgrading your NBN plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your NBN plan, please note we do not pro-rata refunds on plan downgrades.
- Please note: You will need to remain on an unlimited plan to have access to Fetch TV services

- Fetch TV offers a range of subscription channel packs that are available for various monthly costs
- You can purchase TV series/episodes/pay per view events or movies for various costs
- You can access subscription services such as Netflix or Stan for various costs

Exit fee

There is no exit fee for this service. However, you will need to return the Fetch box in good working order to Aussie Broadband at your own cost within 30 days of cancellation of either this service or your unlimited broadband service with us. If you do not return the box, you will be charged \$135 for the Fetch Mini, and you will not be able to use the box for any other service.

Note – once you exit the service, you will only be able to view your purchased content via the Fetch app on a mobile device.

Other information

Usage

You can check your usage via the [MyAussie](#) portal, which is also available as a free app via Apple or Android.

Customer service

We have an all Australian-based team who can help you with any technical support, account or sales questions. Just give us a call on 1300 880 905, or lodge a fault via MyAussie. Our support hours are constantly expanding — please check our website for our current hours.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. For more details, see <https://www.aussiebroadband.com.au/lodge-a-complaint/>.

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at tio.com.au/making-a-complaint.

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