

Critical Information Summary - nbn®



Plan	Basic	Standard	Home Fast I	Home Fast II	Superfast	Ultrafast
Speed (Mbps) Upload/Download	25/10	50/20	100/20	500/50	750/50	1000/100
Typical Evening Speeds	24/8	49/19	98/19	450/48	650/48	850/90
Monthly Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Minimum term	One month	One month	One month	One month	One month	One month
Modem Cost	Sixfam supplied	Sixfam supplied	Sixfam supplied	Sixfam supplied	Sixfam supplied	Sixfam supplied
Connection Type	Available on most nbn tech types	Available on most nbn tech types	Available on most nbn tech types	FTTP & HFC	FTTP & HFC	FTTP & HFC
Min Monthly Price	\$60.00	\$81.82	\$100.00	\$100.00	\$109.09	\$122.73
New Development Charge	\$300.00 Upfront	\$300.00 Upfront	\$300.00 Upfront	\$300.00 Upfront	\$300.00 Upfront	\$300.00 Upfront

Typical evening speeds are not guaranteed, and your actual speeds may be slower than expected.

Information about the Service:

The Sixfam nbn service provides broadband internet access over the National Broadband Network (nbn). The service is available using a range of nbn technologies, subject to availability at your address.

Actual speeds and performance may vary depending on the nbn technology, network conditions, equipment used, and your premises setup.

Service Availability:

The Sixfam nbn service is only available in areas where the nbn network has been deployed and where the service can be connected at the customer's premises. Availability, connection type, and achievable speeds will vary depending on the location and the nbn technology available at the service address.

Customers can check service availability at their address by visiting <https://www.nbnco.com.au/check-address>.

Equipment and Installation:

To connect to the service, the customer's premises must be nbn-ready. In some cases, nbn may install equipment inside or outside the premises where required to enable the connection.

Sixfam will generally supply a compatible nbn-ready modem as part of the service. The supplied modem remains the property of Sixfam and must be returned upon cancellation or termination of the service. Additional nbn network equipment may also be installed and supplied by nbn where applicable.

For customers on FTTN or FTTC connections, existing copper-based telephone services may cease once the nbn service is activated. Customers who require voice services should use an IP-based phone service.

Accessing the Service:

To access the Sixfam nbn service, your premises must be connected to the nbn network. Where required, nbn may install equipment inside and/or outside the premises. In most cases, Sixfam will provide a compatible nbn-ready modem as part of the service. Depending on the nbn technology used, additional nbn equipment may be required and will be supplied by nbn where applicable.

For customers connected via FTTN or FTTC, existing copper phone services may no longer operate once the nbn service is activated. Customers wishing to retain a phone service should consider an IP-based phone service.

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**What's Included:**

Depending on the selected plan, the Sixfam nbn service includes broadband internet access over the nbn network, with unlimited data where specified. The service also includes access to Australian-based customer support and, in most cases, a supplied nbn-ready modem.

Optional add-on services may be available for an additional monthly charge, including IP-based phone services, 4G/5G backup services (subject to availability), and a static IP address, which can be added for \$10 ex GST per month.

Typical Speeds:

Each plan includes an estimate of typical evening speeds, as outlined in the plan table. These speeds represent expected performance during busy evening periods but may vary depending on several factors.

Actual speeds can be affected by the nbn access technology at the premises, network congestion and traffic conditions, customer equipment and Wi-Fi capability, and in-home wiring and setup configuration. Speeds are not guaranteed and may fluctuate over time.

Pricing:

Monthly charges depend on the selected plan and any optional add-ons.

All pricing details, including plan inclusions and fees, are provided in the relevant Sixfam plan schedule or order confirmation. *All prices show in ex GST*

Cancellation:

Customers may cancel their Sixfam nbn service at any time by providing notice to Sixfam. No early termination fees apply unless otherwise specified. Charges paid in advance are non-refundable, and any outstanding charges relating to the service, equipment, or additional services will remain payable.

Minimum Term:

The Sixfam nbn service is provided on a month-to-month basis with a minimum term of one month, unless otherwise stated on the selected plan.