

Critical Information Summary

Home Internet

Valid from 17 June 2024

This summary does not reflect any special discounts, bonus data or promotions which may apply from time to time.

Information about the service

Description of the Service

amaysim Home Internet is a fixed broadband data-only service that provides customers with internet access via the National Broadband Network (NBN). These plans do not include paper bills and require automatic upfront payments, via a credit/debit card or PayPal. They require you to bring your own nbn® Compatible Modem.

What's Included

The following services are included in your payment:

amaysim Home internet	Quick As	Speedy As	Fast As	Superfast As
Minimum Monthly Charge	\$70	\$85	\$90	\$100
Standard Introductory Offer	\$60 for first 6 months (see page 2 for details)	\$75 for first 6 months (see page 2 for details)	\$80 for first 6 months (see page 2 for details)	\$90 for first 6 months (see page 2 for details)
Typical Busy Period Speed (7pm - 11pm)	Down: 25mbps Up: 8mbps	Down: 50mbps Up: 18mbps	Down: 100mbps Up: 18mbps	Down: 245mbps Up: 22mbps
Monthly data Inclusion	UNLIMITED			
Minimum term	Month-to-Month (no lock in contract)			
Minimum total cost	\$60 (includes one month of plan fee)	\$75 (includes one month of plan fee)	\$80 (includes one month of plan fee)	\$90 (includes one month of plan fee)
Payment method	You'll need to set up automatic payment from a credit/debit card or PayPal .			
Availability	amaysim Home Internet is not available to all premises. Availability is subject to a service qualification check which we will perform when you request to sign-up. To find out if nbn is available in your area visit http://www.amaysim.com.au/amaysim-home-internet/nbn			Superfast is only available in FTTN and HFC areas of the NBN Network.

Service and plan availability

There may be technical/commercial reasons that affect our ability to connect a service at your address. Until amaysim successfully installs your service we cannot guarantee that the service can be installed at your address. To check your serviceability, enter your address at <http://www.amaysim.com.au/amaysim-home-internet/nbn>.

Broadband only

amaysim Home Internet does not include a phone service. Please note that by signing up to these plans any existing home phone line service will be terminated.

amaysim does not offer Priority Assistance. Telstra is a Priority Assistance provider.

This service may not be suitable if you have a serious illness or condition and require an uninterrupted service. When you connect to amaysim nbn, certain equipment or services at your premises may be impacted and no longer operate. These include medical devices,

alarms, EFTPOS machines, lift emergency phones and some fax services. You should contact your device supplier to find out if your device will work before connecting to the nbn.

Equipment required (BYO modem)

This Plan requires you bring your own nbn compatible Modem/Router. Please note that this will depend on the nbn technology that connects to your premises. For example, you will need a nbn compatible VDSL2 modem, to connect to premises that use FttN and FttB technology.

We will do our best ensure that your service is working but because we only offer BYO modem plans, we may not always be able to tell if you're having issues with your service. You may need to tell us if there are issues with your nbn service before those issues can be rectified.

Plan speed

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There are a wide range of factors that can impact the internet speeds you actually experience, and this can vary greatly between different homes.

Typical Busy Period Speeds are based on customer averages and are not a guaranteed minimum. Information about the Typical Busy Period Speeds is available at <https://www.amaysim.com.au/content/dam/amaysim/documents/terms-conditions/amaysim-Key-Facts-Sheet-NBN-Services.pdf>

If your maximum line speeds are not available during service qualification and you have a FTTN, FTTB or FTTC connection, we'll confirm them when your service is connected.

Fair Go Policy

amaysim's Home Internet plans are subject to the amaysim [Fair Go Policy](#) which ensures amaysim can continue to provide high quality low cost broadband services to all of our customers. You must comply with our Fair Go Policy and not use your service in a way that is unreasonable, unacceptable, or fraudulent, including causing significant congestion to our network. We may take steps to monitor and ensure compliance with the policy, including by suspending or cancelling your service. For more information see www.amaysim.com.au/content/dam/amaysim/documents/terms-conditions/amaysim-Fair-Go-Policy.pdf

nbn™ charges NBN Co has a number of additional charges that may relate to your service. New Development fee: This \$300 will be charged to your bill if NBN has to activate a connection for the first time at a premises it classifies as a 'new development'. Other fees such as Missed appointment fee, Cancelled appointment fee, Subsequent installation fee and No Fault found fee may apply to you.

Information about pricing

See the table at the start of this summary for your plan pricing and minimum monthly charge.

How are payments made? You will need to set up automatic payments (i.e. direct debits) from a credit card or Paypal. For more information on payments go to our Help page at <https://www.amaysim.com.au/help>

When are payments made? You will be automatically charged via your selected credit card or PayPal at the start of each monthly payment cycle. You can view your past Invoices and payment method at any time in My amaysim app or by visiting <https://www.amaysim.com.au/my-amaysim>.

\$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.

Cancellation With amaysim, there is no minimum term contract, so you can cancel whenever you want. There is no fee for cancellation however you will not receive a refund of charges paid in advance for the remainder of your payment cycle.

If you would like to discontinue your amaysim Home Internet Plan, please call us on 567 if you are amaysim mobile customer. Calling from another number? Call 1300 808 300 (additional charges may apply)

Other Information

Manage your account You can manage your account and view your payments in My Amaysim app or by visiting My Account.

Plan changes You can change your plan an eligible Fixed Broadband plan (if available) once per payment cycle.

Help and Support If you have any questions, go to www.amaysim.com.au/help, click on the Live Chat link, email service@amaysim.com.au, or, if you are in Australia, call 1300 808 300 from any other phone (standard call charges apply).

Complaints Handling & Further Complaint Options If you have a dispute with amaysim, or wish to make a complaint, please contact our customer service team, or lodge a complaint via: www.amaysim.com.au/help/contact/complaints. If unsatisfied with our handling of your complaint you may seek mediation with the Telecommunications Industry Ombudsman, contactable via: www.tio.com.au/about-us/contact-us or by phone on 1800062058. You must first contact us to lodge your complaint directly with amaysim before making contact with the TIO.