BEYOND BROADBAND

Critical Information Summary

Residential NBN (fixed line): Home plans

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | All prices include GST | November 2026

Service	Unlimited-data residential NBN fixed-line internet (FTTP, HFC, FTTC, FTTN or FTTB, depending on the plan and your address). Internet only; no phone service included.
Minimum term	Two full billing cycles after activation (plus the initial part-month), then month to month
Minimum monthly charge	Your plan's monthly fee: Home 25 $79, Home 50 $95, Home 100 $99, Home 500 $99, Home 1000 $129
Maximum monthly charge	Same as the monthly fee. Data is unlimited and there are no usage charges. One-off charges apply only if you approve them (see Fees).
Maximum early termination charge	Nil. If you cancel during the minimum term, your service continues to the end of the minimum term and you pay for it (at most one further monthly fee).

Plan	Speed tier (Mbps, down/up)	Typical busy-period speed (7 pm to 11 pm) (Mbps)	Eligible NBN technology	Monthly fee (inc GST)	Minimum total cost
Home 25	25/10	23/9	FTTP, HFC, FTTC, FTTN, FTTB	$79	$158 to $237
Home 50	50/20	47/18	FTTP, HFC, FTTC, FTTN, FTTB	$95	$190 to $285
Home 100	100/20	94/18	FTTC, FTTN, FTTB only	$99	$198 to $297
Home 500	500/50	500/44	FTTP, HFC	$99	$198 to $297
Home 1000	1000/100	875/92	FTTP, HFC	$129	$258 to $387

Minimum total cost = two monthly fees plus the pro-rata charge for your first part-month, which depends on your activation date and is less than one monthly fee. The range shows activation on the 28th (no part-month) up to the highest possible part-month.

Speeds

The speed tier is the maximum speed available during off-peak periods, not a guaranteed speed. Typical speeds are measured in the busy period (7 pm to 11 pm). Actual speeds depend on your connection type, line quality, equipment, Wi-Fi and network congestion. Not every plan is available at every address; we confirm eligibility before you order. Key Facts Sheets: Home 25, Home 50, Home 100, Home 500, Home 1000.

After connection we check FTTN, FTTB and FTTC lines. If your line cannot reach your plan's speed tier, we will tell you the maximum speed it can reach and you can move free of charge to a plan your line supports.

Fees and equipment

No setup, activation or standard installation fee. You need a compatible router (bring your own) and any NBN connection equipment installed by NBN Co. If NBN Co charges a new development charge ($300 inc GST) or for non-standard installation, we will quote the amount and ask for your approval before any work goes ahead. No other fees apply.

Included: unlimited data and a static IP address.

Minimum term and cancellation

Your minimum term is your first **two full billing cycles** after activation (plus the initial part-month). After that, your service continues month to month until you cancel.

You can ask to cancel at any time. Cancellation takes effect at the end of your current billing cycle, and your service stays active and is charged until then. If you cancel during the minimum term, your service continues until the end of the minimum term and you pay for it, which is at most one further monthly fee (your plan's monthly fee). There is no cancellation charge after the minimum term. We do not refund unused days of a paid billing cycle when you choose to cancel, unless the law requires it.

Billing and payment

Plan fees are charged monthly in advance. Billing cycles run from the 28th of each month to the 27th of the next. Invoices are issued on the 20th and are due on the 27th. Your first invoice includes a pro-rata charge from your activation date to the next 27th, plus your first full billing cycle in advance, and is due 7 days after it is issued. Plan fees are paid by automatic direct debit from your bank account or credit or debit card, with no payment fee. We send you a secure link to set this up after you sign up.

Other important information

Power outages and alarms. Your NBN service will not work during a power outage unless you have an FTTP connection with a working battery backup. If you rely on a medical alarm, security alarm, EFTPOS or other essential device, check its compatibility and backup arrangements with your device or alarm provider before you connect.

Moving or changing plans. Plan changes and moves depend on availability at the address. We will tell you about any change in price or term before it happens. Nothing in this summary limits your rights under the Australian Consumer Law.

Help, complaints and assistance

Phone 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)), email support@beyondbroadband.com.au or write to Level 1, 377 Montague Road, West End QLD 4101. Complaints are free: see our Complaints Handling Policy. If you're having trouble paying, see our Payment Assistance Policy. If we can't resolve your complaint, contact the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au. National Relay Service: accesshub.gov.au. Interpreting help: TIS National on 13 14 50. Full terms: Customer Terms and Conditions.