

Broadband Speeds	Broadband speeds vary due to factors including but not limited to, the access technology type used, speed plan you've chosen, network capacity, the performance of the local infrastructure and cabling, the number of users in your area, the equipment you use, the source and destination of content you access on the internet. Click here to learn about nbn™ speed.
Acceptable use policy	All Connexus nbn™ plans are subject to the Acceptable Use Policy found in the Terms and Conditions: https://www.connexus.com.au/acceptable-use-policy <i>Service Relocation</i> If there is no Connexus' nbn™ services coverage at your new address, we will offer to provide you with an ADSL service. If you accept our ADSL offer, we will waive the early termination charge. Otherwise, standard termination charges will apply.
Service Provider	nbn™ co is the principal carrier whose network is used to provide this service. Despite this, Connexus is responsible for providing the service to you and is not affiliated with or related to the principal carrier.
Equipment	<ul style="list-style-type: none"> To use the service, you require nbn™ compatible Quality of Service (QoS) enabled router. It can optionally be obtained from Connexus at an additional once off cost. Certain modems and accessories may be available to agreed customers through instalment payments where customer has ordered a 2-year Business nbn™ service contract. Equipment supplied to You on pay by instalment basis is subject to the Pay By Instalment Terms and Conditions which can be found here. Connexus supplied equipment is programmed to operate only on the Connexus service.

Billing Information

Billing Charges	Bills are sent each month to your registered email address free of charge. Paper invoices are optionally available at \$5 per invoice.
Billing Date	Your bill is generated on the 28 th of each month. We will bill you in advance for the Minimum Monthly Charge, usage charges are billed in arrears.
Service Activation Date	Service Activation Date is the date service is setup on our system.
First Bill Charges	Your first bill will include: <ul style="list-style-type: none"> Charges for part of the month from when your service was activated until the end of that billing cycle; The Minimum Monthly Charge in advance for the next billing cycle; and Any additional charges for non-recurrent items used during that billing period
Payments	You will continue to be billed for the Service until you contact us to cancel the service. Your service may be restricted if you fail to pay your bill on time. For information on payment options, visit: https://www.connexus.com.au/billing

Other Information

Access to usage information	To access your usage, please contact Connexus Customer Service.
Supplier name and Customer Service contact details	Connexus Group Pty Ltd (ABN 36 648 445 087) Customer Service: 1800 430 944 . Mon-Fri: 8:00am to 6:00pm AET Outside Business hours please submit an online support request: https://www.connexus.com.au/support-enquiry
How to access our dispute resolution process	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at: https://www.connexus.com.au/complaints-policy
TIO contact details	If you have exhausted all avenues for resolving your complaint within Connexus, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 . For full contact details, visit: http://www.tio.com.au/about-us/contact-us
Full legal terms and conditions	This document is a summary only, the full legal terms and conditions are available here https://www.connexus.com.au/legal

The above information is based on the standard service offering and is only a summary. On occasion, Connexus, may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.