

NBN PLANS

CRITICAL INFORMATION SUMMARY

ALL NBN CONNECTION TECHNOLOGIES — WHOLESALE
PROVIDER: AUSSIE BROADBAND (ABN 29 132 090 192)



INFORMATION ABOUT THE SERVICE

This Critical Information Summary provides key information about The Techery's NBN internet services.

It covers all NBN connection technologies offered by The Techery.

It is not the full contract or terms and conditions.

SERVICE DESCRIPTION

These plans are for fixed broadband services supplied using the NBN Co network.

All plans include unlimited broadband data.

The Techery provides NBN services via our wholesale provider, Aussie Broadband.

NBN TECHNOLOGIES OFFERED

The technology available at your address is determined by NBN Co's infrastructure and cannot be selected by the customer or The Techery.

The Techery offers services across the following NBN connection types:

Fibre to the Premises	FTTP	Fibre cable delivered directly to your premises. Supports the highest speed tier and most consistent performance.
Fibre to the Node	FTTN	Fibre to a nearby street cabinet, final connection over existing copper. Achievable speeds depend on the length and condition of the copper line.
Fibre to the Curb	FTTC	Fibre to a pit near your property, short copper run to premises. Generally faster than FTTN. Requires an nbn® network connection device (provided free by NBN Co).
Hybrid Fibre Coaxial	HFC	Fibre to a node, final connection over coaxial cable. Requires an nbn® Network Termination Device (provided free by NBN Co).
Fixed Wireless	FW	Radio signal from an NBN Co tower to a fixed antenna at your premises. More variable than fibre-based technologies.

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EQUIPMENT REQUIRED

An NBN-compatible modem/router is required for all plans.

The Techery offers compatible modems for purchase, or you may supply your own (BYO). FTTN/FTTC/HFC customers may require additional NBN Co equipment installed at no cost by NBN Co.

MINIMUM TERM

All plans are available on a month-to-month basis with no lock-in contract.

IMPORTANT NOTE FOR FTTN AND FTTC CUSTOMER

Your existing copper phone line will be taken over by the NBN connection.

You will need to transfer to a VoIP (internet-based) phone service or you will lose your current landline.

All phone sockets within your premises may be disabled.

Contact us for advice before proceeding.

All prices shown are inclusive of GST. All plans include unlimited data allowance.

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FIBRE TO THE PREMISES (FTTP) & HFC PLANS

Full range of speed tiers available. Typical evening speeds based on ABB network measurements (7pm–11pm).

Plan Name	Max Download / Upload	Monthly	Min Total Cost*	Typical Eve. Down	Typical Eve. Up
Techery Basic NBN Plan	25 / 10 Mbps	\$79.95	\$244.95	23 Mbps	9 Mbps
Techery Standard NBN Plan	50 / 20 Mbps	\$99.95	\$264.95	47 Mbps	18 Mbps
Techery Premium NBN Plan	100 / 40 Mbps	\$119.95	\$284.95	94 Mbps	36 Mbps
Techery Extra NBN Plan	250 / 100 Mbps	\$121.95	\$286.95	235 Mbps	90 Mbps
Techery Plus NBN Plan	500 / 50 Mbps	\$122.95	\$287.95	470 Mbps	45 Mbps
Techery Ultra NBN Plan	750 / 50 Mbps	\$125.57	\$290.57	705 Mbps	45 Mbps
Techery Lightning NBN Plan	1000 / 100 Mbps	\$169.95	\$334.95	940 Mbps	90 Mbps
Techery Elite NBN Plan	2000 / 100 Mbps	\$205.95	\$370.95	1880 Mbps	90 Mbps
Techery Ultimate NBN Plan	2000 / 200 Mbps	\$205.95	\$370.95	1880 Mbps	180 Mbps

* Minimum total cost = one month charge + \$165 standard professional installation fee (BYO modem). Subject to new connection fee – see Charges & Fees.
Typical evening speeds measured at network level, 7pm–11pm, based on Aussie Broadband customer data (Measuring Broadband Australia April 2026).
Speeds at premises may vary.

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FIXED WIRELESS (FW) PLANS

Fixed Wireless speeds are variable and can be impacted by tower congestion, line of sight, weather conditions and other factors.

Only the following plans are available on Fixed Wireless.

Plan Name	Max Download / Upload	Monthly	Min Total Cost*	Typical Eve. Down	Typical Eve. Up
Techery Fixed Wireless	100 / 20 Mbps	\$99.95	\$264.95	80 Mbps (max 100)	9 Mbps (max 20)
Techery Fixed Wireless Homefast	250 / 20 Mbps	\$119.95	\$284.95	160 Mbps (max 250)	10 Mbps (max 20)
Techery Fixed Wireless Superfast	400 / 40 Mbps	\$129.95	\$294.95	210 Mbps (max 400)	12 Mbps (max 40)

* Minimum total cost = one month charge + \$165 standard professional installation fee (BYO modem).

Fixed Wireless speeds are variable and can be impacted by congestion.

Typical evening speeds based on Aussie Broadband customer data (7pm–11pm)

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FTTN, FTTC PLANS

Customers on FTTN, FTTC connections have access to the following plans depending on technology type. All plans include unlimited data.

IMPORTANT NOTE

The maximum speed achievable on your plan depends on the technology and site-specific conditions at your address.

FTTN speeds in particular may be significantly lower than the plan maximum depending on the length and condition of the copper line.

The Techery will advise the realistic maximum speed available at your address before sign-up.

If your line cannot deliver the speed plan ordered, you may exit at no cost or move to a lower plan at no cost.

Plan Name	Max Download / Upload	Monthly	Min Total Cost*	Typical Eve. Down	Typical Eve. Up
Techery Basic NBN Plan	25 / 10 Mbps	\$79.95	\$244.95	23 Mbps	9 Mbps
Techery Standard NBN Plan	50 / 20 Mbps	\$99.95	\$264.95	47 Mbps	18 Mbps
Techery Standard Plus NBN Plan	100 / 20 Mbps	\$112.95	\$277.95	94 Mbps	18 Mbps
Techery Premium NBN Plan	100 / 40 Mbps	\$119.95	\$284.95	94 Mbps	36 Mbps

* Minimum total cost = one month charge + \$165 standard installation fee (BYO modem).

† Opticomm typical speeds from measuring Broadband Australia April 2026.

‡ FTTP/HFC only – not available on FTTN/FTTC.

Typical speeds may be lower on FTTN/FTTC depending on site conditions.

Maximum plan speed shown is the provisioned speed; actual maximum achievable speed depends on technology type at your address

CHARGES & FEES

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MODEM COSTS

Option	Modem Cost	Install Fee	Total
BYO	N/A	\$165	\$165
NBN Ready Modem	\$330.00	\$165	\$495

NBN NEW DEVELOPMENT FEE

NBN Co may charge a \$300 new development fee for premises not previously connected to the NBN network. This is set by NBN Co and cannot be discounted by The Techery. Applies to new dwellings, knockdown-rebuilds, redevelopments, or upgraded lead-in connections. We will advise you at sign-up if this fee may apply.

OPTICOMM CONNECTION CHARGE

OptiComm may charge a connection fee of \$330 (Class 1–3 properties) or \$550 (Class 5 properties) in addition to any new development fee. A missed appointment fee of \$97 applies if an OptiComm installation appointment is missed or cancelled within 24 hours. We will advise you at sign-up if these fees apply.

DISCONNECTION FEE

A disconnection fee of \$165 (incl. GST) applies if you exit your NBN service within 12 months of connection.

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PLAN CHANGES

You may change your plan at any time at no charge. If upgrading mid-billing cycle, you will pay the difference between your current and new plan. Downgrades are not subject to prorata refunds. If The Techery makes pricing changes that are materially detrimental to you, 30 days written notice will be provided

NO EXCESS USAGE CHARGES

There are no excess usage charges on any unlimited plan.

PAYMENT

Monthly charges are billed in advance. Accepted payment methods include direct debit, credit card, and approve manual payment plans.

SPEED INFORMATION

Maximum speeds shown are the speeds at which your plan is provisioned. Actual speeds will often be lower due to:

- Network congestion, particularly during busy periods (typically 7pm–11pm)
- NBN technology type at your address — fibre-based connections (FTTP, FTTC) generally deliver speeds closer to the plan maximum than copper-based connections (FTTN)
- For FTTN: length and condition of the copper line between the street cabinet and your premises
- For Fixed Wireless: weather conditions, line of sight to the tower, tower capacity and congestion
- Type and capability of your modem/router
- Number of devices connected simultaneously
- Wi-Fi interference from electrical goods or neighbouring networks
- Type and source of content being downloaded
- Old house wiring

CHARGES & FEES

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Typical evening speeds in the plan tables above are measured at the network level (7pm–11pm) based on Aussie Broadband customer data.

They are not a measure of the speed received at individual premises.

Maximum speeds are not guaranteed on any plan.

FTTN / FTTC SPEED ASSURANCE

If you are connected via FTTN, FTTC, or FTTB, your service cannot exceed the maximum line speed available at your premises. The Techery will test your line speed once connected and advise you within 1–2 business days. If your line cannot deliver the speed plan ordered, you may exit your plan at no cost or move to a lower speed plan at no cost.

IMPORTANT TECHNICAL LIMITATIONS

NBN SERVICES & POWER FAILURE

NBN services will not work during power failures. No battery backup is included with either NBN Co equipment or customer equipment. This means you will be unable to make calls on a VoIP phone during a power outage, including calls to emergency services (000).

Ensure you have an alternative means of contacting emergency services such as a mobile phone.

MEDICAL ALARMS & SECURITY SYSTEMS

Before switching to an NBN service, check whether any medical alarms or security systems at your premises are compatible with NBN. Contact the provider of your alarm or security service for advice before proceeding.

FTTN / FTTC PHONE LINE

FTTN and FTTC connections will take over your existing copper phone line. You will need to transfer to a VoIP (internet-based) phone service or you will lose your existing landline. All phone sockets within your premises may be disabled. If you have more than one phone line, you may opt for NBN on one line and keep a landline on the other for a service fee of \$297 — however this second line will be shut down 18 months from when NBN went live in your area.

SUPPORT

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All Techery NBN services include support from our local Bowral-based team. We will first troubleshoot remotely. If required, a technician will be dispatched to your location. A callout fee may apply if the fault is found to be outside The Techery's network boundary.

CONTACT & SUPPORT

Phone	02 4883 6781
Email	support@thetechery.au info@thetechery.au
Web	thetechery.au
Visit	Shop 5, The Mill, Bowral NSW 2576
Hours	08:30 AM – 5:00 PM, Monday to Friday

DISPUTE RESOLUTION

If you are dissatisfied with the outcome of a customer service request, please follow the process outlined in our Complaints Handling Policy at thetechery.au

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)

If you remain dissatisfied after following our complaints process, you may contact the TIO for independent dispute resolution via phone 1800 062 058 or online at www.tio.com.au/making-a-complain

All prices shown are inclusive of GST unless otherwise stated.
Last reviewed: 1 June 2026. | The Techery ABN: 56 659 016 476.
Wholesale provider: Aussie Broadband Limited ABN 29 132 090 192
Typical evening speed data sourced from Aussie Broadband CIS documents dated 24 April 2026 and Measuring Broadband Australia April 2026 report.