Critical Information Summary

NBN broadband for homes · The Techery · November 2026

SUMMARY OF THE OFFER

What you get: unlimited-data NBN broadband for your home, on FTTP, HFC, FTTN, FTTC or Fixed Wireless, depending on the NBN connection at your address. Includes set-up help and support from our local team.

MINIMUM TERM
None. Month to month, no fixed term.

MAXIMUM EARLY TERMINATION CHARGE
$165. A disconnection fee if you leave within 12 months of connection. $0 after 12 months.

MINIMUM MONTHLY CHARGE
Your plan's monthly price (see the tables below).

MAXIMUM MONTHLY CHARGE
The same. Data is unlimited and there are no usage charges.

PLANS AND PRICES

All prices include GST. Which plans you can have depends on your NBN connection. We check before you order.

FTTP and HFC

Plan	Speed tier (download/upload)	Typical evening speed	Monthly price
Techery Basic	25/10 Mbps	23 Mbps	$79.95
Techery Standard	50/20 Mbps	47 Mbps	$99.95
Techery Premium	100/40 Mbps	94 Mbps	$119.95
Techery Extra	250/100 Mbps	235 Mbps	$121.95
Techery Plus	500/50 Mbps	470 Mbps	$122.95
Techery Ultra	750/50 Mbps	705 Mbps	$125.57
Techery Lightning	1000/100 Mbps	940 Mbps	$169.95
Techery Elite (HFC only)	2000/100 Mbps	1880 Mbps	$205.95
Techery Ultimate (FTTP only)	2000/200 Mbps	1880 Mbps	$205.95

FTTN and FTTC

Plan	Speed tier (download/upload)	Typical evening speed	Monthly price
Techery Basic	25/10 Mbps	23 Mbps	$79.95
Techery Standard	50/20 Mbps	47 Mbps	$99.95
Techery Standard Plus	100/20 Mbps	94 Mbps	$112.95
Techery Premium	100/40 Mbps	94 Mbps	$119.95

Fixed Wireless

Plan	Speed tier (download/upload)	Typical evening speed	Monthly price
Techery Fixed Wireless	100/20 Mbps	80 Mbps	$98.95
Techery Fixed Wireless Homefast	250/20 Mbps	160 Mbps	$119.95
Techery Fixed Wireless Superfast	400/40 Mbps	210 Mbps	$129.95

The speed tier is the maximum possible speed, available in off-peak periods (11pm to 7pm). The typical evening speed is the download speed typically delivered in the busy period, 7pm to 11pm, based on our network provider Aussie Broadband's measurements (April 2026). Speeds are not guaranteed. More detail is in our Key Facts Sheets: NBN Services.

ONE-OFF CHARGES

- **NBN activation:** $66.00, to activate your service.
- **Professional installation (optional):** $132.00. A Techery technician comes to your home to set up your modem and connect your devices.
- **NBN Co new development charge:** $300.00, only for premises never connected to the NBN before (such as new homes, knock-down rebuilds and upgraded lead-ins). NBN Co sets it. We tell you at sign-up if it applies.
- **OptiComm estates only:** OptiComm may charge a connection fee of $330.00 (Class 1–3 homes) or $550.00 (Class 5 buildings), and $97.00 if an OptiComm appointment is missed or cancelled within 24 hours. We tell you at sign-up if these apply.

EQUIPMENT

You need a modem or router that suits your connection. FTTN needs a VDSL2 modem. FTTP, HFC, FTTC and Fixed Wireless need a router with a WAN port. Bring your own and we'll set it up, or buy an NBN-ready modem from us for $330.00. NBN Co supplies its connection box free. **There is no equipment you must buy from us.**

SPEEDS AND IMPORTANT CONDITIONS

- Speeds vary and are not guaranteed.
- **FTTN and FTTC:** your line may not reach your plan's speed. We check your line within 20 working days of your service starting. If it can't reach your plan's speed, we'll tell you, and you can move to a plan that suits your line at no cost, with a refund of the difference you've paid since your service started, or cancel with no cancellation fee (the $165 disconnection fee doesn't apply).
- **Fixed Wireless:** speeds also depend on signal, line of sight to the tower, weather and how busy the tower is.
- **FTTN and FTTC phone line:** the NBN takes over your copper phone line. To keep a home phone you need a VoIP (internet) phone service, and your phone sockets may stop working. Ask us before you switch.
- **Power failures:** in most cases NBN services will not work during a power failure, including VoIP calls to emergency services (000). Keep a charged mobile phone.
- **Medical or security alarm:** check with your alarm provider that it works on the NBN before you switch.
- Your own wiring, devices and Wi-Fi beyond the NBN connection box are your responsibility. We can help for a fee (see Other charges).

BILLING AND PAYMENTS

We bill monthly, in advance, by email. If your service starts part-way through a month, you pay only for the days you have it. Pay by direct debit from a bank account or card, by card, or by bank transfer. We don't charge card surcharges or late payment fees.

CHANGING YOUR PLAN

You can change plans at any time at no charge. If you upgrade part-way through a month, you pay the difference for the rest of that month. There is no part-month refund when you downgrade. If we change our prices in a way that's worse for you, we give you 30 days' written notice.

CANCELLING

Month to month, no fixed term. Cancel any time with 14 days' written notice before your next billing date. **A $165 disconnection fee applies if you cancel within 12 months of connection.** After 12 months there is no fee. Equipment you bought from us is yours to keep.

OTHER CHARGES (ONLY IF YOU ASK FOR THEM)

- **Technician callout:** $165.00. No charge if the fault is on our side of the NBN connection box rather than in your home network.
- **Help with your own wiring, devices or Wi-Fi:** $165.00 per hour.
- Never pay a technician directly. Any charge appears on your bill.

YOUR USAGE

Data is unlimited, so there are no usage charges. To ask about your usage, call or email us.

CONTACT US

Phone (02) 4883 6781, 8:30am to 5pm, Monday to Friday
info@thetechery.au · thetechery.au
Shop 5, The Mill, Bowral NSW 2576

> **Need help paying?**
> If you are having trouble paying your bill, contact us. We'll work with you on options such as more time to pay or a payment plan. Our payment assistance policy: thetechery.au/payment-assistance

> **Complaints**
> Call (02) 4883 6781 or email info@thetechery.au and tell us you'd like to make a complaint. Our complaints process: thetechery.au/complaints
>
> If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service.
> TIO: 1800 062 058 · www.tio.com.au