Customer Terms and Conditions

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

These Customer Terms and Conditions apply to residential, Fixed Wireless and business NBN services, mobile voice and data services and data-only mobile services supplied by Beyond Broadband to consumers and small businesses. Enterprise Ethernet, Telstra Business Fibre and other bespoke services are supplied only under separately agreed terms.

1. Who we are and how to contact us

1.1 "Beyond Broadband", "we", "our" and "us" means Beyond Broadband Group Pty Ltd (ABN 62 695 597 383). "You" means the customer named in your accepted order.

1.2 Phone 07 3881 9606 (Monday to Friday, 9:00 am to 5:00 pm AEST (excluding Queensland public holidays)); email support@beyondbroadband.com.au; post Level 1, 377 Montague Road, West End QLD 4101; website beyondbroadband.com.au. You can email us at any time and we reply during business hours. During a major network outage, our Network Outages page explains how to get urgent help.

1.3 We supply services using networks and platforms operated by other companies, including NBN Co and our wholesale supplier. We remain responsible to you for our obligations under these terms and the law.

2. Your agreement

2.1 Your agreement is made up of (a) your accepted order, (b) the Critical Information Summary (CIS) for your plan, and (c) these terms. For NBN services, the NBN Key Facts Sheet for your plan also applies. Every CIS and Key Facts Sheet is listed, with a direct link to each, at beyondbroadband.com.au/legal. If there is an inconsistency, the order applies first, then the CIS, then these terms, except where the law says otherwise.

2.2 Our Complaints Handling Policy, Network Outages: Complaints and Communications, Payment Assistance Policy, Domestic, Family and Sexual Violence Support Statement and Privacy Policy explain further protections. They do not reduce your rights under the law.

2.3 We give you the CIS (and, for NBN, the Key Facts Sheet) before you agree to buy, and a copy of any document on request at no charge.

3. Orders and eligibility

3.1 Submitting an order does not guarantee we can supply the service. We may carry out lawful identity, fraud and address or coverage checks before accepting it, and for some applications a credit check (see our Credit Reporting Policy). If we cannot supply the service, we will tell you why and refund any amount you have paid in advance.

3.2 You must give us accurate information, have authority for the premises, number or account, and tell us promptly if your details change. You can appoint an authorised representative, subject to reasonable checks.

4. Minimum term

4.1 Each service has a minimum term of the first two full billing cycles after activation, plus the initial part-month. After that, the service continues month to month until you or we cancel it.

4.2 The minimum term does not reduce your rights if the service is faulty, not supplied as described, or does not meet the consumer guarantees.

5. Charges, billing and payment

5.1 Your plan fee and any other charges are set out in your CIS and order. All prices include GST unless stated otherwise. We will not charge a fee that has not been disclosed to you or agreed by you.

5.2 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. Pro-rata charges are calculated daily.

5.3 Charges you choose to add (such as data bolt-ons, international calling packs, roaming packs and pay-as-you-go calls) are billed on your next invoice. We only add bolt-ons and packs when you ask for them. International calling packs renew each month until you ask us to remove them.

5.4 You pay by automatic direct debit from a bank account or credit or debit card, with no payment fee. Undisputed charges are debited on the due date. If you are having trouble paying, ask us about other ways to pay under our Payment Assistance Policy. We do not currently charge late payment or dishonour fees; if we introduce one, we will give you notice first. You can dispute a charge without losing your complaint rights, and we will correct billing errors.

6. Payment difficulties and overdue accounts

6.1 If you are having trouble paying, contact us. You do not need to miss a payment first. We will assess your request under our Payment Assistance Policy, and there is no fee to apply.

6.2 If an account remains overdue, we may restrict, suspend or disconnect the service only after giving the notices required by law and considering any payment assistance or vulnerability. Suspension or disconnection is a last resort. We will not take credit action while you are applying for, or keeping to, a payment assistance arrangement.

7. Service availability and speeds

7.1 Availability, coverage and performance depend on your location, network technology, equipment, congestion, maintenance and other factors. Speed tiers and maximum speeds are not guaranteed speeds. Typical speeds are shown in your CIS and, for NBN, your Key Facts Sheet.

7.2 Planned maintenance, power failures and network outages can affect your service. Outage information is published at beyondbroadband.com.au/outages. You must tell us about faults and help us diagnose them where reasonable.

7.3 Internet and internet-based phone services will not work in a power failure unless you have a suitable backup. If you rely on a medical or security alarm, EFTPOS or other essential device, check it is compatible and has backup before you switch.

8. Equipment and acceptable use

8.1 You are responsible for using compatible, lawful and securely configured equipment, and for protecting your passwords, SIM and devices. Unless your order says otherwise, you supply your own router and devices.

8.2 You must not use a service unlawfully, to harass others, to send spam or malicious traffic, to interfere with any network, or to infringe anyone else's rights. If you do, we may take reasonable steps to protect our networks and other customers, including suspending the service, after giving any notice the law requires.

9. Mobile services

9.1 Mobile voice, Data Banking, Data Sharing and data-only services are supplied under these terms and the CIS for your plan. Data-only services do not include calls or SMS and cannot use international roaming.

9.2 Coverage and speeds depend on your location, device and the network. 5G requires a 5G compatible device and a 5G coverage area. Download speeds are capped at the maximum speed shown in your CIS. Check coverage at beyondbroadband.com.au/coverage before you buy. Identity checks apply to activations, SIM replacements and number transfers, to protect you from fraud.

9.3 Data Banking: unused included data rolls over into the service's data bank each month, up to 1,000GB. Banked data is lost if you upgrade to a higher Data Banking plan, or when the service is cancelled or the number is ported away. Data Sharing: services in a pool share their monthly data; unused pooled data expires at the end of each billing cycle.

9.4 When your included and banked or pooled data is used up, data stops until the next billing cycle. We do not add data automatically; you can ask us to add a bolt-on at the price in your CIS.

9.5 International calling inclusions apply only to calls made from Australia to the destinations in our International Calling Guide. Pay-as-you-go roaming is blocked; roaming is available only through travel packs described in our International Roaming Guide.

9.6 You can call 000 or 112 from your mobile service, subject to network coverage and a compatible device.

9.7 Mobile services are set up with a $0 extra-spend limit, so you are not charged for anything beyond your plan and the add-ons you ask for. Usage that is not included (such as calls to non-included international destinations, international SMS outside the included destinations, video calls, directory assistance and satellite

calls) is blocked and not available. You can add data bolt-ons, international calling packs and travel packs on request at the prices in your CIS and our guides.

10. NBN services

10.1 NBN services are available only at addresses where NBN Co confirms eligibility. Check your address at beyondbroadband.com.au/nbn-check. You may need permission from your landlord or body corporate for installation.

10.2 We will quote any new development charge or non-standard installation charge and get your approval before the work goes ahead.

10.3 For FTTN, FTTB and FTTC connections, we check your line after connection. If it 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 it supports, or cancel without paying any remaining minimum-term charges.

11. Changes to your plan or these terms

11.1 You can ask to change to another eligible plan. Before the change takes effect, we will tell you the new price, inclusions and any effect on your minimum term, data bank or data pool.

11.2 We may change these terms, a plan or its price only as permitted by law. We will give you at least 30 days' notice of a change that is likely to be to your detriment, and you may then cancel the affected service without paying any remaining minimum-term charge.

11.3 Urgent changes needed for security, network integrity or to comply with the law may take effect sooner, with as much notice as is reasonable.

12. Cancellation

12.1 You can ask to cancel at any time by phone, email or post. Cancellation takes effect at the end of your current billing cycle, and your service stays active and is charged until then. We will confirm the date, any remaining charges and your final bill.

12.2 If you cancel during the minimum term, your service continues until the end of the minimum term and you pay the charges for it, which is at most one further monthly plan fee. You will not be charged twice for the same period. No cancellation charge applies after the minimum term.

12.3 We do not refund unused days of a paid billing cycle when you choose to cancel, except where the law or a remedy requires it.

12.4 If you want to keep your mobile number, arrange the transfer with your new provider before you cancel. Transferring your number away is treated as a cancellation: your service with us stops when the number leaves, but you still pay to the end of that billing cycle (or the end of the minimum term, if later) plus any usage.

12.5 We may cancel a service on reasonable notice, or immediately for fraud, serious misuse or if we can no longer supply it, subject to the law. You remain liable for charges properly incurred before cancellation.

13. Restriction and suspension

13.1 We may restrict or suspend a service where reasonably necessary for security, fraud prevention, network protection, non-payment or legal compliance, after giving any required notice. We will not restrict a service because you have made a complaint or asked for help.

13.2 If restricting or disconnecting your service creates a safety risk because of domestic, family or sexual violence, tell us and we will restore it urgently (see our DFSV Support Statement).

14. Privacy and communications

14.1 We handle personal information in line with our Privacy Policy, our Credit Reporting Policy and the law, including telecommunications confidentiality rules.

14.2 We send bills and notices electronically unless you ask for another method. Tell us if a contact method is unsafe for you. You must keep your contact details current and tell us promptly about a lost SIM or suspected unauthorised access.

15. Complaints

15.1 You can complain free of charge by phone, email, post or our website. We handle complaints under our Complaints Handling Policy, and network outage complaints under our Network Outages process.

15.2 If we cannot resolve your complaint, you can contact the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au.

16. Consumer guarantees and liability

16.1 Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law or other law that cannot be excluded.

16.2 If we fail to meet a consumer guarantee, you may be entitled to a repair, replacement, refund, cancellation, compensation or other remedy.

16.3 Subject to clause 16.1, each party is responsible for loss to the extent it is caused by its own breach, negligence or unlawful act. We are not liable for loss caused by events outside our reasonable control, except where the law says otherwise.

17. General

17.1 If any part of these terms is invalid, the rest continues to apply. You may not transfer your agreement without our consent, which we will not unreasonably withhold. A delay in enforcing a right does not waive it.

17.2 These terms are governed by the laws of Queensland, Australia, subject to any mandatory consumer protections that apply where you live.

17.3 The current version of these terms is available at beyondbroadband.com.au/legal/customer-terms.pdf. We will tell you which version applies to your service and notify you of changes as required.