Critical Information Summary

For your personal nbn® plan - Information about the service

Personal nbn® Plan	Value	Value Plus	Fast	Fast Max	Fast Plus	Ultrafast
Typical Evening Download & Upload Speeds[1]	25Mbps ↓ / 8.5Mbps↑	50Mbps ↓ / 17Mbps↑	100Mbps↓ / 17Mbps ↑	500Mbps↓ / 42.5Mbps ↑	100Mbps↓ / 34Mbps↑	860Mbps↓ / 85Mbps ↑
Available on connection type(s)[2]	FTTN/B, FTTC, FTTP, HFC	FTTN/B, FTTC, FTTP, HFC	FTTN/B, FTTC	FTTP, HFC	FTTN/B/, FTTC	FTTP, HFC
nbn® Speed Tier *	25/10	50/20	100/20	500/50	100/40	1000/100
Included Data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Min. Monthly Charge	$80.00	$100.00	$105.00	$105.00	$110.00	$125.00
1 Month Min. Term	✓	✓	✓	✓	✓	✓

[1] Typical Evening Download and Upload Speeds are measured between 7pm and 11pm and based on customer test results on eero devices between 10/08/2026 to 24/08/2026. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.

[2] Use our address-checking tool to check which plans are available to you based on the connection type at your property.

[3] nbn® Speed Tier refers to the speed of the technology installed at your premises. These speeds are not necessarily equivalent to the download/upload speeds you will achieve in practice, which may be slower due to a range of factors. See the Broadband Speeds section below for further information.

Service Description

A More nbn® Personal Unlimited Plan is an internet service provided over the National Broadband Network and is available in nbn® enabled areas. It is only available to residential users and is not suitable for business use.

Mandatory Components

You require an nbn® compatible modem/router for this service. We can supply one for a one-off upfront fee if required. See our website for current pricing. You can choose to BYO modem, but it must be compatible with your nbn® technology type. You must be capable of configuring a BYO device yourself. We will only be able to provide limited 'best effort' support for a BYO device.

Key Details

This service is provided on a no lock-in contract basis and has a 1-month minimum term.

You can cancel your service by submitting a cancellation request any time up until 5pm on the last day of the billing period for that service. See the 'Billing' section of this CIS for information about locating the billing period for your service. You will not receive a refund or credit for any unused days of the current billing period of your plan that fall after your cancellation date.

Plan fees are prepaid at the start of each month. If any additional account fees or other charges apply, these will be billed at the end of your billing period.

All More nbn® Personal Plans include unlimited data but are subject to the More Fair Use Policy available on our website.

Standard Installation Requirements

Standard Installation is included with your plan. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a backup battery. If you take up an nbn® service, you will not be able to move back to a copper service.

Non-standard connection charges

If non-standard installation is necessary, additional charges may apply. If NBN Co deem your property to be a new development, the nbn® New Development charge of $300 inc. GST will apply.

Hardware refund policy
If you cancel your plan at any time, we will not refund the cost of any hardware purchased from us, except in accordance with our Hardware Limited Refund Policy or where required by law. Modems are yours to keep, come unlocked, and can be used with an alternative provider or technology type. Please review our Hardware Warranty Information for further information about your rights if you experience a fault with a device that you purchase from us.

Other information

Usage management
Monitor and manage your usage through the Self Care portal or by calling us on 1800 733 368.

Spend management
A spend management tool is available to all More customers free of charge via the Self Care portal.

Service details and coverage
This More nbn® service is provided using the nbn® network. More is your service provider and is responsible for providing the service to you. We are not affiliated or related to NBN Co in any way.

Static IP address add-on
This More nbn® service includes a Carrier-grade NAT IP address. You can change to a static IP address for $5 per month on top of your monthly nbn® plan fees by contacting us on 1800 733 368.

Billing
We will bill you in advance for the first month's plan fees as well as any hardware charges. From the second month, you will receive your account charges monthly via a bill issued on the date that your first More service was activated. It is free to receive your monthly bill online via the or via email.

Each individual service on your account may have a different billing period. You can find the billing period for each service: on your invoice; in the Customer Portal; or by contacting Customer Service.

Important: Billing for your nbn® service will commence from the day that the nbn® activation is completed by NBN Co. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Additional account fees
The following account fees apply:
Non-direct debit fee: $3.50
Paper Bill Fee: $3.50 (available on request only)
Late Payment Fee: $22.00
Bounced Payment Fee: $11.00

Late payment fee
If your account is not paid in full within 5 days after the monthly due date a late payment fee of $22 applies.

Broadband Speeds
The actual speeds you will receive may vary due to a number of factors such as the number of end-users on the service at the same time, the hardware, the software and software configuration, the connection method within the premise and the type/source of content being downloaded or uploaded.

nbn® services provided using FTTB, FTTC, or FTTN technology may not be capable of supporting the highest available speed tiers. It is not possible for us to determine precisely the maximum speed that you will be able to achieve until your service is connected.

If you are not satisfied with the broadband speeds that you can achieve on your nbn® service, we recommend letting us know as soon as possible. We may be able to recommend troubleshooting to improve your speeds. If after connecting to a higher speed tier, you cannot achieve the typical speeds shown for your plan, we will inform you, offer to move you to a lower speed tier, and refund any money that you have paid for the higher speed tier. You will also have the right to cancel your plan without cost.

We Are Here to Help
If you have any questions, call us on 1800 733 368, so we can serve you better. Or you can visit us at https://www.more.com.au/ for additional information.

Complaints
If you have any concerns or complaints, access our complaint resolution process at more.com.au/policies (click on 'Customer Complaints Handling Policy').

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

This is a summary only. The full legal terms for this service are available in our Standard Form of Agreement on the Policies page *of our website.*