BambooSIM

Critical Information Summary

nbn internet • Business plans

Effective 12 November 2026

Unlimited data • No excess-data charge • Static IPv4 included • Compatible BYO router • Internet only; no phone service or emergency calling.

Minimum period: activation to the end of the following calendar month.

First payment: activation-month proration + one full monthly charge + applicable connection fees. BYO equipment is separate.

Cancellation: cancel at any time. $0 additional plan exit fee. Choose immediate disconnection or service to your paid-until date; an earlier transfer ends service then. Unused paid time is not normally refunded for standard cancellation or transfer. Consumer-law and billing-error remedies remain available.

Plan / maximum tier ↓/↑ Mbps	Typical 7–11pm ↓/↑ Mbps	Monthly min/max inc GST	Connection
BambooSIM Business 100/40	94/36	$99.90	FTTP, HFC; selected FTTN/FTTC
BambooSIM Business 250/100	250/89	$99.90	FTTP, HFC
BambooSIM Business 500/200	500/178	$119.90	FTTP
BambooSIM Business 1000/400	875/339	$149.90	FTTP
BambooSIM Business 2000/500	1810/430	$229.90	FTTP

Availability and speeds

Plan names state maximum off-peak download/upload speeds. Typical evening download/upload speeds (7pm–11pm) are shown above. Actual speeds vary with your connection technology, equipment, Wi-Fi, network demand and the services you access. The table shows eligible technology; final availability requires an address check.

Support and faults

Support is available 24 hours a day. Fault restoration times depend on the fault, location, access requirements and work required. We do not promise a fixed restoration time. Your rights under Australian Consumer Law continue to apply.

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Pricing and billing

Billing dates. Charges start on activation. The first payment covers the remaining activation month and the next full calendar month. The next payment, on the 7th of the following month, covers the calendar month after that. Later payments on the 7th cover the following month. Your bill shows each service period and paid-until date.

Connection charges, including GST: standard connection $0; new development $330.95; professional installation $181.95; subsequent installation $326.95; transfer or port reactivation $6.95 each. A chargeable nbn 2 Gbps connection-device upgrade is $326.95; it may be free, subject to address eligibility. We confirm applicability and any waiver before ordering and do not charge twice for the same work.

Delivery charges, including GST: optional hardware delivery $24.95; failed delivery $24.95; redelivery $14.95. Non-standard works and appointment/callout charges are quoted before acceptance. Standard support is included.

Equipment, safety and help

Router. Bring a compatible router. Copper-based services may need a VDSL2 modem. For 2 Gbps, eligible nbn equipment, multi-gigabit router/device ports and suitable cabling are required. A 1 Gbps port limits a single device below that tier. We confirm any required connection-device upgrade before you order.

Power and alarms. The service and your router need power. Keep a charged mobile for emergencies. Before ordering, ask your alarm provider about compatibility and alternatives.

Payment fees. No late-payment, dishonour or administration fee applies to these plans. We do not add a card payment surcharge.

How to cancel. Use live chat, a ticket, email, the web portal or a BambooSIM app. We confirm your paid-until/disconnection date and stop future renewals on a valid request.

Support and usage. 24/7 live chat, support tickets and support@bamboosim.com. Request data-usage information through these channels. Outage updates go to your account email address and phone number.

Payment assistance. Free assistance is available through those support channels, the web portal and BambooSIM apps.

Complaints. Call 02 6422 6266 (Mon–Fri, 9am–5pm Melbourne time), use 24/7 digital support or write to us. We give a reference; ask for escalation.

TIO. If unresolved or you are dissatisfied, seek free independent help: 1800 062 058 or tio.com.au/complaints.

support@bamboosim.com • bamboosim.com/support