BambooSIM

Critical Information Summary

nbn internet • Home fixed line

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.

Your plan and monthly cost

Plan	Typical 7–11pm ↓/↑ Mbps	Monthly min/max inc GST	Initial minimum service cost*
BambooSIM Home 25/10	23/9	$69.90	$69.90 + pro rata
BambooSIM Home 50/20	47/18	$89.90	$89.90 + pro rata
BambooSIM Home 100/20	94/18	$99.90	$99.90 + pro rata
BambooSIM Home 100/40	94/36	$99.90	$99.90 + pro rata
BambooSIM Home 250/100	250/89	$99.90	$99.90 + pro rata
BambooSIM Home 500/50	500/44	$89.90 / $99.90	$89.90 + pro rata
BambooSIM Home 500/200	500/178	$119.90	$119.90 + pro rata
BambooSIM Home 750/50	750/44	$109.90	$109.90 + pro rata
BambooSIM Home 1000/100	875/92	$119.90	$119.90 + pro rata
BambooSIM Home 1000/400	875/339	$149.90	$149.90 + pro rata
BambooSIM Home 2000/100	1780/92	$179.90	$179.90 + pro rata
BambooSIM Home 2000/200	1810/178	$179.90	$179.90 + pro rata

Home 500/50: $89.90/month for the first six calendar months from activation, then $99.90/month. *Initial minimum service cost is one monthly charge plus activation-month proration and applicable connection fees. 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.

Availability and equipment

Availability. Home 25/10, 50/20 and 100/40: all fixed-line technologies. Home 100/20: FTTN, FTTB or FTTC. Home 500/50, 750/50, 1000/100 and 250/100: eligible FTTP/HFC. Home 500/200 and 1000/400: FTTP only. Home 2000/100: eligible HFC; Home 2000/200: eligible FTTP. Address qualification applies; satellite is excluded.

Router. Bring a compatible router and any required VDSL2 modem for a copper-based connection. nbn equipment stays at the premises. A router, cabling and optional installation are separate costs. Higher tiers need suitable ports, cables and devices.

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Information about pricing

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.

Example. BambooSIM Home 500/50 at $89.90 activated on 15 November: $47.95 for 15–30 November plus $89.90 for December. The minimum service cost and first payment are $137.85, before applicable connection charges. The initial service period ends on 31 December. The next payment on 7 December pays for January.

Connection and other charges

Charge	Charge incl GST
Standard nbn connection	$0 where standard connection applies
New development	$330.95; address eligibility check applies
Professional technician installation	$181.95 if applicable and accepted
Subsequent installation / chargeable 2 Gbps NTD upgrade	$326.95 if applicable and accepted
Transfer / port reactivation	$6.95 each if applicable and accepted
Non-standard works, missed appointment, late cancellation, incorrect callout or equipment repair	Written quote or disclosed charge schedule, including GST, accepted before work
Hardware delivery and redelivery	Delivery $24.95; failed delivery $24.95; redelivery $14.95 per order where applicable

All charges include GST. We confirm charges and waivers before you accept an order or additional work. We do not charge twice for the same work. No separate technical-support charge applies.

2 Gbps equipment. Use eligible nbn equipment, multi-gigabit router/device ports and suitable cabling. A 1 Gbps port limits one device below the tier. We confirm any required upgrade and eligibility for a free upgrade before ordering. No fixed fault restoration time is promised.

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.

Other information

If a copper line cannot support your tier, we will explain the test results and offer a suitable lower plan with an appropriate price adjustment, or cancellation without a plan exit fee and any refund due. Your consumer rights still apply.

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.

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.

Read with the matching Key Facts Sheet, your order and our nbn Terms and Conditions. All prices are AUD including GST.

support@bamboosim.com • bamboosim.com/support

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