BambooSIM

nbn Terms and Conditions

Your internet service, clearly explained

Effective 12 November 2026

These terms apply to nbn internet supplied by BambooSIM Pty. Ltd. (ABN 29 682 015 489). They cover fixed-line and Fixed Wireless services, including an expressly ordered business or 2 Gbps plan. BambooSIM is your retail provider and your contact for orders, bills, support and complaints.

1. Your agreement

Your agreement consists of your accepted order, the applicable Home fixed-line, Fixed Wireless or Business Critical Information Summary (CIS), any expressly accepted offer, and these nbn terms. The matching Key Facts Sheet explains speeds, use and technical limits. We provide these documents before you agree and send confirmation of your order.

If documents conflict, mandatory law applies first, then an individually agreed term that gives you greater protection, your order and accepted offer, the plan CIS, and these nbn terms. We will clarify inconsistencies before supply and will not use a lower-priority document to remove a right expressly given to you. Privacy practices are explained in our Privacy Policy.

These terms apply to your nbn service. Other BambooSIM products are covered by their own terms. Your rights under Australian Consumer Law and mandatory telecommunications rules are preserved.

2. Placing an order

You must be at least 18 and authorised to order for the premises and, for a business account, the organisation. Give accurate account, service-address and contact information. We may verify identity and authority using lawful, proportionate checks. A business account may require a business name and ABN.

An address result is a service-qualification result, not a guarantee of installation, speed or a particular activation date. We accept an order in writing after checking availability and any necessary installation. If we cannot supply it, we will explain the options and refund payments for unsupplied service or unperformed work, less any separate work you authorised that has already been properly completed.

3. What your plan includes

Your plan includes unlimited internet data, the ordered download/upload tier and a static IPv4 address. It does not include a router, internal cabling, a phone number, phone calls, emergency calling, mobile backup or additional IP address blocks unless expressly agreed in writing.

Unlimited data means no monthly data allowance or excess-data charge. The service is shared broadband and is not a dedicated uncontended circuit. A static address does not provide a managed server, security service or a guarantee that every third-party application will work.

Your nbn service is supplied by BambooSIM using nbn access infrastructure and our wholesale network arrangements. BambooSIM is your retail provider and your contact for orders, billing, faults, cancellation and complaints.

4. Availability and technology

The CIS and order identify your eligible technology. FTTN, FTTB and FTTC use copper for part of the connection; line quality and length can limit speed. FTTP and HFC support selected higher tiers. High-upload 500/200 and 1000/400 plans require eligible FTTP. Fixed Wireless needs suitable radio coverage and nbn equipment. Satellite is not included.

Home and Business plans provide nbn internet with the speeds, inclusions and technology eligibility shown in the applicable CIS. A business account does not add a fixed fault restoration commitment.

5. Installation, access and transfers

Obtain the owner’s or relevant building authority’s permission for installation and any necessary works. Arrange safe access, suitable power, approved equipment locations and an adult at appointments when required. Tell us promptly if you need to change an appointment. nbn determines what work and equipment are needed.

We will disclose applicable installation, new-development, transfer, reactivation or appointment charges before you accept the order or additional work. A reference to supplier charges does not authorise an undisclosed charge. If the scope or price changes, we will explain it and obtain your agreement before proceeding where required.

Connection dates are estimates until confirmed. We will advise you of material delays and available options. Keep your existing internet and phone service active until transfer arrangements are confirmed. A transfer can interrupt or disconnect an existing service. Check any old-provider notice, hardware and exit obligations. If you need to retain a telephone number, arrange its transfer with a separate voice provider before disconnection.

We confirm when the service is activated and check that it is working. Tell us promptly if you cannot connect. Existing nbn connection equipment normally stays at the premises when you move or cancel; do not remove or alter it without authority.

6. Your router and devices

Supply a compatible, unlocked router and configure it using the settings we provide. Copper-based services may need a compatible VDSL2 modem. Ethernet-WAN connections need suitable ports and cables. Your devices and Wi-Fi also need to support your chosen speed. We help diagnose the service and basic connection settings; device-specific support may need the manufacturer or your IT provider.

For a 2 Gbps service, an nbn connection-device upgrade may be required. We confirm eligibility, appointment needs and any accepted charge before the upgrade. Multi-gigabit router and device ports are needed to use more than 1 Gbps on one wired device. A faster plan will not overcome a slower router, cable or device.

7. Speeds and performance

The speed tier describes the maximum possible off-peak connection rate. Typical evening speeds (7pm–11pm) are shown as download/upload Mbps in your plan's Key Facts Sheet. These are not a guaranteed minimum or a promise for every device or download.

Actual speeds vary with your connection technology, equipment, Wi-Fi, network demand and the services you access. Line or radio conditions, wiring and concurrent use can also affect results. A speed test over Ethernet on a capable device helps separate Wi-Fi limits from connection performance. We investigate faults and persistent performance problems when reported.

Where the maximum attainable speed of a copper-based service is not known before connection, we test or obtain that information after activation and advise you. If the line cannot support the selected tier, we explain your options: a suitable lower-priced plan with an appropriate refund or price adjustment, keeping the plan after an informed choice where lawful, or cancellation without a plan exit fee and any refund due. These options do not limit other statutory remedies.

8. Power and safety devices

nbn and connected equipment depend on electricity. In most cases, the service will not work during a power failure. Any backup needs to power all required connection equipment and your router. Outages elsewhere in the network can still interrupt service, and Fixed Wireless equipment and its tower can also lose power.

No phone service or calls to 000 are included. Keep another means of communication available, such as a charged mobile. Before ordering, ask the provider of any medical, security or other monitored service about compatibility and alternatives if it will not work. Do not rely on this service as the sole connection for life-critical equipment. This service is not a medical priority-assistance service.

9. Prices and billing

Retail prices are in Australian dollars and include GST. Your accepted order shows the applicable monthly price, service period, first payment, one-off charges and any agreed offer or later change. A price is not changed retrospectively merely because the public rate card changes.

Monthly service charges begin on activation. The first payment covers activation to the end of that calendar month plus the following full calendar month. The next payment falls on the 7th of the following month and pays for the calendar month after that. Subsequent payments are made monthly on the 7th and cover the following calendar month. Your bill identifies the service periods and paid-until date.

Daily proration uses the applicable monthly plan charge divided by the number of days in the activation month, multiplied by the remaining days including activation, rounded to cents. BambooSIM Home 500/50 is $89.90/month for the first six calendar months from activation, then $99.90/month. For activation on 15 November, the charge is $47.95 for 15–30 November plus $89.90 for December: a minimum service cost of $137.85 before applicable connection fees. The initial period ends on 31 December. The next payment on 7 December covers January. A service period spanning the end of the offer is prorated using the applicable rates.

Use an authorised payment method and keep payment details current. Automatic payments require a separate authority. We disclose the amount and timing of payments and give required notices. Applicable connection, appointment, callout, equipment and delivery charges are shown in the CIS or an accepted quote. All customer charges include GST and are disclosed before you agree. No late-payment, dishonour or administration fee applies to these plans. We do not add a card payment surcharge.

If an advance payment fails, we contact you about retrying or another suitable payment arrangement. A failed payment for a later service period does not by itself end an already-paid period early. Any restriction, suspension or disconnection must follow the required notices and payment-assistance protections.

If you dispute a charge, contact us promptly. Pay undisputed amounts when due and we will investigate the disputed part. We will not pursue a genuinely disputed charge or disconnect you for that charge while required complaint protections apply. We correct billing errors and provide refunds or credits due.

10. Minimum term, cancellation and refunds

The minimum service period runs from activation until the end of the following calendar month. Your minimum service cost is the pro-rata activation-month charge plus one full monthly charge, together with applicable connection fees and equipment you agree to buy. After that period the service continues with monthly advance payments. You may request cancellation at any time. Standard cancellation does not normally entitle you to a refund of paid service.

Request cancellation through live chat, a support ticket, email, the web portal or a BambooSIM app. We verify authority and confirm your paid-until date. You can choose immediate disconnection or continued service until that date. We explain the effect of either choice before confirming cancellation. A valid cancellation request stops future automatic renewals; it does not remove charges already properly incurred.

If you choose immediate disconnection, or transfer the service to another provider before the paid-until date, unused paid service is forfeited and is not normally refunded or credited. A transfer ends the service on the transfer date. No additional plan exit fee applies. These rules apply to standard cancellation and change of mind only: they do not exclude refunds, credits, cancellation or compensation required by consumer law, service remedies, billing-error correction or another express promise. Payments collected in error after a valid cancellation request are refunded.

If you cancel before activation, we refund unsupplied recurring service. You may still owe for separately quoted installation work you authorised and that was properly performed, unless consumer law requires otherwise. We do not impose a blanket no-refund rule.

11. Plan changes and moving

Contact us to change plans. We check availability and explain the price, effective date, any agreed fee and billing adjustment before making the change. A plan change does not automatically create a new minimum term unless you expressly accept one.

A move is a new address qualification and may require a new connection, equipment or appointment. We explain charges and timing before you agree. Your static address may need to change. Arrange cancellation of the old service for the correct date; moving does not automatically cancel it.

12. Faults, maintenance and support

Report faults to BambooSIM. We carry out reasonable diagnostics, arrange wholesale escalation when needed and keep you informed. Planned maintenance and unplanned outages can interrupt the service. We give required outage information and investigate any remedy owed; a wholesale supplier’s denial of a credit does not decide your consumer-law rights.

A technician charge may apply only where it was disclosed and properly applies, for example for an accepted visit that finds a fault in customer-owned equipment. We explain the reason and amount. We do not charge simply because you report a fault.

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. Where an applicable wholesale fault rebate is received for your service, we provide an appropriate benefit consistent with the applicable requirements. Your statutory remedies remain available.

13. Responsible use and security

Use the service lawfully and protect your account, router and devices. Do not use it for fraud, malicious traffic, unauthorised access, unlawful content or interference that harms the network or other users. Do not resell it without our written agreement. You may use legitimate VPNs, cloud services and remote access, subject to technical limits and lawful use.

We use reasonable and proportionate measures to address misuse or security incidents, and explain the issue and give a reasonable chance to fix it where practicable. Urgent action may be needed to address an immediate threat or legal requirement. Unlimited data alone is not misuse.

14. If paying is difficult

Payment assistance is available through live chat, a support ticket, email, the web portal and BambooSIM apps. Support is available 24 hours a day. Assessment and assistance are free. Keeping you connected is the priority. We discuss realistic options including payment extensions, tailored payment plans, fee or debt waivers, discounts, a more affordable plan and a free non-automatic payment method, as appropriate. We assess a request within 5 business days and tell you the outcome within 2 business days of our decision.

We explain the arrangement and review it with you. We protect your privacy and apply the required restrictions on debt collection, suspension and disconnection while an application, arrangement or related complaint is being handled. You can ask someone you authorise to help.

Safety and privacy. If you are experiencing domestic, family or sexual violence, tell us a safe contact method and time. We do not ask you to describe the abuse or provide evidence unless lawfully necessary. We can discuss privacy safeguards and account protections.

15. Changes to prices or these terms

We may need to change an ongoing service to reflect legal, network or reasonable business requirements. We explain the change, reason, start date and your options in a direct notice. For a detrimental change, we give at least 30 days' notice, or any longer period required by law. If shorter notice is legally necessary, we explain why.

If a change has a material adverse effect, you may cancel the affected service before it takes effect without a plan exit fee or remaining minimum-term service charges, and receive any refund due for unused prepaid service. We do not remove an already accepted promotion retrospectively. A website update alone does not replace a required individual notice.

16. Suspension and ending supply

We may restrict, suspend or end a service only on lawful, reasonable grounds, such as a serious breach, a material security threat, a legal direction, or unpaid undisputed charges after required notices and payment-assistance steps. We give the reason, required notice and a reasonable opportunity to fix the issue unless urgent action or law prevents it.

Any action is proportionate to the problem. We follow complaint, hardship and safety protections and restore service when the reason is resolved where reasonably possible. If we permanently withdraw a service for business reasons, we give at least 30 days' notice, help with available transition options and refund unused prepaid service.

17. Your rights and our responsibility

We supply services with due care and skill and meet guarantees and remedies required by law. You may have rights to repair, resupply, cancellation, refund or compensation depending on the problem. Nothing here excludes, restricts or modifies a right that cannot lawfully be excluded, restricted or modified.

The service can be interrupted, and performance varies with your equipment and external services. We remain responsible for our contractual promises and legal obligations, including any loss or damage for which the law makes us responsible.

18. Help, complaints and general terms

Support. We are available 24 hours a day by live chat, support ticket and email at support@bamboosim.com. You can request data-usage information through these channels.

Postal contact. BambooSIM Pty. Ltd., 470 St Kilda Road, Melbourne VIC 3004, Australia.

Complaints. You have a right to complain free of charge. Call 02 6422 6266, Monday to Friday, 9am–5pm Melbourne time; use our 24/7 digital support channels or write to us at the postal address above. We provide a reference and explain how to check progress. Ask for escalation if needed. For non-outage complaints, we acknowledge phone and live-chat complaints immediately and other written complaints within 2 working days. We generally propose a resolution within 10 working days, or resolve urgent complaints within 2 working days. We implement an agreed resolution within 5 working days unless another timeframe is agreed, and confirm the outcome. If more time is needed, we explain the reason, expected timeframe and escalation options. We apply the separate statutory requirements for network-outage complaints.

Accessible help. We help you make and progress a complaint. You can appoint a representative or request an accessible format. Information about the National Relay Service is at accesshub.gov.au/about-the-nrs.

TIO. 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. Contact 1800 062 058 or tio.com.au/complaints. We will not cancel your service simply because you seek external dispute resolution.

We send outage communications to the email address and phone number listed on your account. Keep these details current. Other important notices are sent using lawful, effective methods. We handle personal information under our Privacy Policy and applicable law. Any transfer of this agreement must preserve your existing rights and comply with law, with notice where required.

Australian law and the laws of Victoria apply, subject to your mandatory rights and any court or tribunal that has jurisdiction. If a provision cannot be enforced, the remaining provisions continue so far as lawful. A delay in enforcing a right does not waive it.

support@bamboosim.com • bamboosim.com/support