

Critical Information Summary

Nexstream Internet – Opticomm Internet Plans

Information About Plans

This summary reflects base plan pricing. It does not include any discounts or promotions that may apply. Prices are subject to change.

Plan							
Minimum/Maximum Monthly Charge ¹	\$69.95	\$82.95	\$92.95	\$119.00	\$94.95	\$119.00	\$129.00
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	25Mbps	50Mbps	100Mbps	250Mbps	500Mbps	750Mbps	1000Mbps
Upload Speed	10Mbps	20Mbps	20Mbps	25Mbps	50Mbps	50Mbps	100Mbps

Plan					
Minimum/Maximum Monthly Charge ¹	\$69.95	\$120	\$140	\$119.00	\$180
Monthly Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Download Speed	100Mbps	250Mbps	500Mbps	250Mbps	1000Mbps
Upload Speed	40Mbps	100Mbps	200Mbps	25Mbps	400Mbps

1. Minimum/Maximum charge is your monthly internet charge. It does not include any additional fees for non-payment of your monthly invoice outlined in the billing section below.

Once off Fees	No Lock-In Contract
Setup Fee	\$0.00
Opticomm New Development Charge	Additional once off \$300.00 charge, payable on signup. Applies if your premises is identified by Opticomm as being within the site boundary of a new development and Opticomm have already preinstalled their equipment (address classified as Class 5).
Opticomm Equipment Installation Charge	Additional once off charge that varies by premises from \$0-550.00, payable on signup. Applies if your premises requires installation of equipment by Opticomm (address classified as Class 2).
Router	Router options available vary by service technology and plan, refer to Hardware CIS for pricing and details
Early Termination Charge	Not Applicable

This document is a summary only. Full Terms & Conditions of this service can be found on the Nexstream Website.

Last Updated 27.10.2025

Inclusions and Exclusions

Service Description

The internet service that Nexstream provides is delivered to you via the Opticomm network to the network boundary point of your premise.

The Opticomm Internet service includes the following components:

- Opticomm Broadband

Availability

All Opticomm internet plans are available at selected coverage areas. These are subject to what infrastructure is available at your premise. To check what is available at your address, please use our address checker at nexstream.com.au

250-1000Mbps & + Plans:

Our plans with higher download and upload speeds (+) are dependent on what Opticomm network connection you have available to your premise.

Minimum Term

We (Nexstream) provide Opticomm internet plans with a no lock-in contract term. This service will automatically roll over unless cancelled before the roll over date. For more information, please see the Minimum Total Cost applicable in each plan which can be found under our section, Information about Pricing.

Pro-Rata credits are applied upon request following the first month. No pro-rata credits will be provided for the first month. Any post-paid costs will also be applied.

Service Speed and Guarantee

The actual throughput speeds may be slower than the listed plan speed. This can vary due to factors such as the type or source of content being downloaded, hardware, software configuration, number of users on the network simultaneously using the network and performance of interconnecting infrastructure not operated by Nexstream. Devices that use Wi-Fi connectivity or Powerline Adaptors may experience slower speeds than devices that are connected via Ethernet cable.

Equipment Required

If you do not have the required Opticomm equipment already installed in your premise, you will be required to be at home on the day of installation by a technician. Please note, if we find that an installation is required, we will advise you of the time and date after completing signup. Opticomm retains ownership of any equipment they install. All equipment installed by Opticomm will be maintained and serviced by Opticomm.

If you install the router for your internet in any place other than next to the NTD, internal cabling will be required between the NTD and router. This is not the responsibility of Nexstream to arrange. Nexstream will not take responsibility for any internal wiring should it fail.

You will need an approved Opticomm compatible router to connect your devices to the Nexstream Opticomm Broadband Service.

Other Information

Usage Information

You can monitor your internet usage by logging into your Nexstream portal account at:

Customer Service Contact Details

If you have any queries, whether they be about your service or account please reach out to us at nexstream.com.au/contact-us

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, you can follow the escalation process outlined at nexstream.com.au/complaints-escalation-process.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the above dispute resolution process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. You can contact the TIO on 1800 062 058 or by visiting the website at tio.com.au/complaints.

Broadband Education Package

To better understand broadband technologies and factors that can influence the performance of your broadband service, please visit the Communications Alliance Broadband Education Package website at commsalliance.com.au/BEP

Billing

Your monthly service invoice is issued on the anniversary date of your connection going active. Your invoice will be due 14 days after issue and can be paid via the payment methods listed on the invoice.

Change of Plan Fee:

There is no charge to change your plan speed. It can take up to 5 business days to change the speed of your plan once your request has been processed. Plan speed changes are an ongoing change and apply to your service for future months unless another change of plan is submitted.

Moving Address:

Service options at your new address are subject to availability. All relevant set-up and connection fees apply. Request a move of address for your service by contacting us at nexstream.com.au/contact-us

Late Payment Fee:

A \$10 fee will be applied in the case your invoice is not paid by the due date. If you are having issues with paying your invoice, please reach out to us at least 2 days before the due date of your invoice to set up an alternative payment plan.

Opticomm Charges:

See Once Off Fees table for Opticomm charges that may apply.