

Acceptable Usage Policy

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1. Purpose

This Acceptable Usage Policy sets out the rules for using OM TELECOM's nbn® Fast Fibre and VoIP phone services. It forms part of our Standard Form of Agreement and applies to you and anyone you allow to use your service.

2. Lawful use

You must not use our services for any purpose that's illegal, fraudulent, defamatory, or that infringes another person's rights, including intellectual property rights.

3. Network & systems security

You must not attempt to gain unauthorised access to our network or systems, or those of another user or third party; introduce viruses or malicious code; probe, scan or test the security of our network without authorisation; or otherwise interfere with or disrupt the service for other customers.

4. Spam & unsolicited messages

You must comply with the *Spam Act 2003*, and must not use our services to send unsolicited commercial electronic messages, or to relay or distribute spam sent by others.

5. Content

You're responsible for content you access, store, send or distribute using our services. You must not use our services to access, store or distribute content that's illegal (including child sexual abuse material, which we're required by law to report to authorities), or that breaches classification law. If you allow children to use your service, you're responsible for supervising their use and using appropriate content filtering.

6. Fair use

Our plans are provided on a fair-use basis — see our Fair Use Policy for what this means in practice for genuinely unlimited data and calls.

7. Equipment & connection

You must not tamper with, damage, or connect unauthorised equipment to network equipment we or our wholesale suppliers (Vocus Group, MondoTalk) have installed at your premises.

8. Consequences of breach

If you breach this policy, we may, depending on the severity: contact you and ask you to stop; suspend the affected part of your service; or, for serious or repeated breaches, suspend or terminate your service in line with our Standard Form of Agreement. Where required by law, we'll refer unlawful content to the relevant authorities (such as the Australian Federal Police or the eSafety Commissioner).

9. Reporting a breach

If you become aware of a breach of this policy — by you or anyone else — report it to us on 1300 258 400 or abuse@omtelecom.com.au.

10. Changes to this policy

We may update this policy to reflect changes to our services or the law. The current version is always available at omtelecom.com.au/policies.