

Refund & Cancellation Policy

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1. Purpose

This policy explains how refunds, cooling-off, and early cancellation work across our nbn® Fast Fibre broadband and VoIP phone services. It forms part of our Standard Form of Agreement.

2. Change-of-mind (cooling-off) period

You can cancel any new service within 10 business days of it being connected, at no Early Termination Charge, if you've simply changed your mind.

During this period you're still responsible for any usage charges incurred (e.g. calls made, data used) and for returning any equipment we supplied, in good working order, at your cost. If we've already paid a third-party connection or activation fee to Vocus Group or MondoTalk on your behalf, we may recover that amount from you.

3. Cancelling an nbn® Fast Fibre plan

Situation	What applies
Within the 12-month minimum term	Early Termination Charge = your monthly plan fee × the number of months remaining in your term.
After the minimum term	No Early Termination Charge — your plan continues month-to-month until you cancel.
Moving house, no nbn® service at the new address	No Early Termination Charge, provided you give us reasonable notice and evidence of the move.

4. Cancelling a VoIP phone plan

All VoIP plans (PAYG, Home Unlimited, Business Unlimited) run month-to-month with no lock-in. You can cancel at any time; an Early Termination Charge of \$11 applies to cover final billing and number-porting administration.

5. Number porting on cancellation

If you're porting your phone number away to another provider, let us know and we'll release the number once the new provider's transfer request is confirmed. We don't charge extra to release a number.

6. Refunds

- Credit balances:** if your account is in credit when you cancel, we'll refund the balance to your original payment method within 10 business days.
- Billing errors:** if we've overcharged you, we'll correct it and refund the difference on request — see our Complaint Handling Policy if you believe a charge is wrong.
- Equipment:** a supplied modem/router remains our property unless stated otherwise at sign-up; a bond or device fee (where charged) is refunded once the equipment is returned undamaged.
- Part-used billing periods:** we don't provide pro-rata refunds for the unused portion of a billing period unless required by law or expressly agreed with you.

7. How to cancel

Call us on 1300 258 400 or email support@omtelecom.com.au. We'll confirm your final bill date, any Early Termination Charge that applies, and equipment-return instructions.

8. Your rights

Nothing in this policy limits your rights under the Australian Consumer Law or the Telecommunications Consumer Protections (TCP) Code. If you're not satisfied with how a cancellation or refund has been handled, you can raise it under our Complaint Handling Policy and escalate to the Telecommunications Industry Ombudsman — free call 1800 062 058 or tio.com.au.

9. Changes to this policy

We may update this policy from time to time. The current version is always available at omtelecom.com.au/policies.