

# CRITICAL INFORMATION SUMMARY



Performance NBN12,NBN25,NBN50,NBN100

## Information About The Service

The *Performance NBN* service is a high-speed internet service which uses the National Broadband Network. Once activated, it delivers internet connectivity to your premises NBN Network Boundry Point (“NBP”).

### Service Availability

*Performance NBN* is only available within NBN serviceable locations whereby NBN has determined your premises as being active for ordering, and covered by the following access technologies:

- FTTP – Fibre To The Premises
- FTTN – Fibre To The Node
- FTTB – -Fibre To The Basement
- FTTC – -Fibre To The Curb
- HFC – Hybrid Fibre Coaxial or ‘Cable’

*Performance NBN* is not available over NBN Satellite or Fixed-Wireless.

*Only one Performance NBN plan may be connected to each specific nbn location.*

### Equipment Required

The customer is responsible for sourcing equipment and configuration of Customer Premises Equipment (“CPE”) to the standards defined as follows:

- IPoE or Static IP assignment for WAN Interface
- Support for VLAN Tagging on WAN Interface (not applicable to FTTP)
- For FTTN & FTTB Services the WAN Interface must be a VDSL2 RJ11 Port supporting the NBN Standards.

For each order we provide the customer configuration settings required to be entered into their device. Telephone Help is available at as part of the activation fee.

Future Broadband also offers to sell to the customer equipment and optional pre-configuration services as per the hardware available at time of order, however the customer is under no obligation to use or purchase the devices or configuration.

### Minimum Term

All Performance NBN plans have a minimum **1 month** contract and a \$50 activation fee.

After the minimum term your account will remain active on a month-to-month basis.

### Included Features

- Every service is allocated a /30 Routed IP Range which delivers a single assignable static address for the CPE.
- Each plan includes a base inclusion of data, measured as the sum of both the uploads and the downloads.

### Optional Features

- VoIP or UNI-V Voice Plans (See website for plans)
- IPv6 Static - /56 Range \$10 setup

For more features and inclusions see *e-lite nbn bundles* or *enterprise nbn*.

### Installation

Standard installation is included. Non-standard installations may incur additional costs.

### Expected Speeds

Future Broadband offers products based around the available wholesale circuit speeds to your premises. These speeds are the maximum under ideal transmission conditions, and are not maximum for your specific service. Your specific maximum speed will be negatively impacted by your distance from the transmission equipment as well as any noise or co-existing services. The carrier themselves may choose to limit your speeds as part of the operation of their network, an example being the NBN co-existence for FTTN and FTTB copper services.

Future Broadband Plans each have an Expected Speed Range. If you select a plan where we cannot deliver a transmission rate greater than the minimum speed of the range, we will contact you and ask if you want the next plan down.

Plan	NBN12	NBN25	NBN50	NBN100
<b>NBN Circuit Speed</b>	12Mbps down 1Mbps up	25Mbps down 5Mbps up	50Mbps down 20Mbps up	100Mbps down 40Mbps up
<b>Typical Evening Speed(7-11PM)</b>	11Mbps+ down 1Mbps up	24Mbps+ down 4Mbps up	47Mbps+ down 16Mbps up	92Mbps+ down 35Mbps up
<b>Speeds Outside These Hours</b>	11Mbps+ down 1Mbps up	24Mbps+ down 4Mbps up	47Mbps+ down 17Mbps up	94Mbps+ down 37Mbps up

While every effort is placed into delivering the service within the expected speed range, there are many factors which can prevent your specific usage of the service from achieving those speeds. They include the time of day, the website and location from where you are downloading, the capacity of the remote system. The method you use to connect can also impact speeds, such as your router performance and Wifi.

## Information About Pricing

Plan Name	Included Data	Data Banking	Setup Fee	Monthly Charge	Total Minimum Charge (1 Month)	Unit Cost 1GB data included in plan
NBN25-Performance-600G /w Data Banking	600 GB	Yes	\$50	\$60	\$110	\$0.10
NBN25-Performance-1200G /w Data Banking	1200 GB	Yes	\$50	\$65	\$115	\$0.06
NBN25-Performance-Home-Unlimited	Unlimited	No	\$50	\$70	\$120	-
NBN50-Performance-600G /w Data Banking	600 GB	Yes	\$50	\$70	\$120	\$0.12
NBN50-Performance-1200G /w Data Banking	1200 GB	Yes	\$50	\$75	\$125	\$0.07
NBN50-Performance-1800G /w Data Banking	1800 GB	Yes	\$50	\$80	\$130	\$0.05
NBN100-Performance-300G /w Data Banking	300 GB	Yes	\$50	\$90	\$140	\$0.30
NBN100-Performance-1800G /w Data Banking	1800 GB	Yes	\$50	\$95	\$145	\$0.06
NBN100-Performance-2400G /w Data Banking	2400 GB	Yes	\$50	\$100	\$150	\$0.05
NBN100-Performance-2400G /w Data Banking	3600 GB	Yes	\$50	\$110	\$160	\$0.03

- Total Minimum Charge is calculated as ((Monthly Fee \* Contract Term) + Setup Fee)
- Excess usage is billed **at \$10 per 500GB or part thereof**. For example 50 GB excess = \$10, 600GB excess = \$20.
- Additional once off \$300 New Development charge applies if your premises is identified by as being within the site boundary of a NBN new development.
- 1 plan change per month - Changes that involve speed modifications attract a \$10 fee.

**Cancellation** - A minimum 14 days notice is required to cancel the service. There are no termination fees.

### **Data Banking & Monthly Rollover (on applicable plans)**

A Data Banking plan automatically rolls over any unused data into a 'Data Bank' for future months. If your service exceeds the included usage allowance in a month and you have data available in the bank, it will be withdrawn at the end of the month before being liable for excess usage. A maximum of 15,000 GB can be stored in the bank at any time. Usage cannot be redeemed for credit, transferred between services and expires when a service is cancelled or changed to a plan without data banking.

## Other Information

### **Paying for your service**

- To pay for the service you must use Autopay with an Australian credit or debit card (Visa, Mastercard or AMEX)
- Upon placing an order with us we will debit a deposit comprised of any setup charges, the first monthly fee, plus hardware you may have ordered.
- Monthly Invoices are generated on the 1<sup>st</sup> of each month and are auto-debited soon after. Your first invoice with us will include a pro-rata component reflecting the arrears since service activation to the end of the month.
- Customer invoices are made available to download once logged into the customer portal.

### **Usage Information**

Usage is updated daily and measured from the 1<sup>st</sup> to the end of each month. Current Usage can be obtained using the online customer portal. Usage is updated once each day and may be delayed by up to 48 hours.

### **Optional Phone Services**

Future Broadband provides customers options for VOIP and UNI-V phone services. These services do not provide priority assistance and are dependent on your internet service to function. If your internet service is unavailable and the phone cannot connect, you wont be able to dial 000. For Priority Assistance services we recommend you contact Telstra. For full conditions of phone services please view the phone service critical information summary on our website.

### **Customer Service Contact Details**

Our website has contact details including email, telephone and online forms - <https://futurebroadband.com.au/contact>

### **Dispute Resolution Process**

If you have a complaint, dispute or are unsatisfied with your interactions with us, please let us know. You can lodge a complaint by emailing [feedback@futurebroadband.com.au](mailto:feedback@futurebroadband.com.au) Full details of our complaint handing process is located at <https://futurebroadband.com.au/complaints>

### **Telecommunications Industry Ombudsman**

If you are not satisfied with how your complaint has been handled by Future Broadband, you may contact the Telecommunications Industry Ombudsman via 1800 062 058. Full contact details are available at [www.tio.com.au/about-us/contact-us/](http://www.tio.com.au/about-us/contact-us/)