

CRITICAL INFORMATION SUMMARY



Enterprise NBN100 IP-Line

Information About The Service

The Enterprise NBN100 IP-Line service is a high-speed internet service which uses the National Broadband Network. It utilizes the TC-4 Best-Effort Traffic Class.

Once activated, it delivers internet connectivity to your premises NBN Network Boundry Point ("NBP").

An ABN and registered business name is required.

Service Availability

Enterprise NBN100 IP-Line 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'

Enterprise NBN100 IP-Line is not available over NBN Satellite or Fixed-Wireless

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 or Fixed Wireless)
- 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.

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 Enterprise NBN100 IP-Line plans have a choice of contract on setup. There is no setup fee for 12 or 24 month contracts. There is a \$195 setup fee for 0 Month contract.

Included Features

- Every service is allocated a /30 Routed IP Range which delivers a single assignable static address for the CPE.
- Each plan includes unlimited data
- 24/7 On-Call Engineer for Service Faults

Optional Features

- Custom Reverse DNS
- BGP or Static Routing of additional IPv4 & IPv6
- Bring your own IP Range, Multi-Home, etc

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	NBN50	NBN100
NBN Circuit Speed	50Mbps down 20Mbps up	100Mbps down 40Mbps up
Typical Evening Speed(7-11PM)	47Mbps+ down 16Mbps up	92Mbps+ down 35Mbps up
Speeds Outside These Hours	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	Setup Fee	Monthly Charge	Total Minimum Charge ((Monthly Fee * Contract Term)
NBN100-IPLINE-0M	Flat-Rate	\$195	\$225	(1 Month) \$420
NBN100-IPLINE-12M	Flat-Rate	\$0	\$195	(12 Months) \$2340
NBN100-IPLINE-24M	Flat-Rate	\$0	\$145	(24 Months) \$3480

- 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.
- If NBN100 wholesale is not available then the service will be delivered at the next speed down, NBN50.
- **Relocation is available – \$195 and an additional 12 months at your new location.**

Cancellation Fees

If you cancel the service anytime during the term you will be liable to pay out the remaining months.

Other Information

Paying for your service

- Upon placing an order with us, we will debit a deposit only, of the access charge and the first monthly charge, plus hardware you may have ordered.
- Monthly Invoices are generated on the 1st 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

The service includes unlimited data.

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 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/