

CRITICAL INFORMATION SUMMARY



FutureBusiness NBN TC-2 and VoIP Phone ("Bundle")

Information About The Service

The *FutureBusiness NBN Bundle* is a service with a high-speed internet connection which uses the National Broadband Network. Once activated, it delivers internet connectivity to your premises NBN Network Boundary Point ("NBP"). It also includes optional business phone services.

Service Availability

FutureBusiness NBN TC-2 Bundle is only available within specific zones, and where NBN provides a serviceable location and 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

Equipment Required

Future Broadband will provide managed equipment/CPE for the service. The carrier will install a Smart-NTU. Additional phone lines may require additional equipment.

You may use your own CPE equipment however limited support will be available. You must use the Smart-NTU to access the service.

Minimum Term

All *FutureBusiness NBN TC-2 Bundle* plans have a range of contract options and corresponding setup charges.

12 month contract : \$658.90 setup (incl gst)

24 month contract : \$328.90 setup (incl gst)

36 month contract : \$0 setup

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.
- Some plans include a VoIP-Based phone service

Optional Features

- Additional /30 or /29 Routed IP Range (Static Routed behind the default /30) (/30 \$Free, /29 \$30pm)
- Custom Reverse DNS (\$Free once - \$30 afterward)
- Pay By Invoice – Non Auto Debiting - \$Free
- Extended Support Contract - \$Included

Installation

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

Information About Pricing

Plan Name	Phone Bundle	Included Data	Setup Fee 12M (Incl Hardware)	Monthly Charge	Total Minimum Charge (12 Months)
NBN-5/5-TC2-Flatrate	1 Standard Line - National incl*	Flatrate	\$658.90	\$262.90	\$3813.70
NBN-10/10-TC2-Flatrate	1 Standard Line - National incl*	Flatrate	\$658.90	\$317.90	\$4473.70
NBN-20/20-TC2-Flatrate	1 Standard Line - National incl*	Flatrate	\$658.90	\$438.90	\$5925.70
NBN-30/30-TC2-Flatrate	1 Standard Line - National incl*	Flatrate	\$658.90	\$504.90	\$6717.70
NBN-40/40-TC2-Flatrate	1 Standard Line - National incl*	Flatrate	\$658.90	\$548.90	\$7245.70

- Total Minimum Charge is calculated as ((Monthly Fee * Contract Term) + Setup Fee)
- 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.
- Upgrade to a higher speed at any time. Plans cannot be downgraded, unless there is a technical issue that prevents us from offering your ordered speed.
- **Relocation is available – rates depend on remaining term of contract.**

Voice Plan - 1 Standard Line - National incl*

This plan includes local calls, calls to standard landlines but not 1300 or mobile numbers. For full details please see voice cis here.

Voice Plan - Upgrade Options

Upgrade 1 Standard Line - National incl* to Advanced Phone Line AND also include calls to AU mobile calls = **Add \$10 per month**
[Advanced Phone line provides hosted pbx functionality such as IVRs, Time of Day routing, Queues, Ring/Hunt Groups]

Add Additional Advanced Phone Lines = **Add \$35pm**

Cancellation Fees

If you cancel the service anytime during the term you will be liable to pay out the remaining months plus \$139 for the hardware.

Other Information

Paying for your service

- You can pay for your service by Invoice or by Autopay.
- Upon placing an order with us, we will request 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. Your first invoice with us will include a pro-rata component reflecting the catch up of your service charges since service activation. Autopay invoices are billed within 10 days.
- Customer invoices are made available to download once logged into the customer portal and can also be emailed to a nominated email address.

Usage Information

This service provides for unlimited included data.

Optional Phone Services

Future Broadband provides customers options for VOIP 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/