

# CRITICAL INFORMATION SUMMARY

Performance NBN12,NBN25,NBN50,NBN100,NBN250,NBN1000 (“Flatrate Plans”)

## 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. NBN250 and/or NBN1000 is only available is pre-qualified FTTP and HFC areas – not all speeds are available in all areas.

### Equipment Required

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

- IPoE/Static IP assignment for WAN Interface (for **all services after 15<sup>th</sup> June 2021**)
- 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. Not all hardware is suitable for NBN250 or NBN1000 for maximum speeds.

### Minimum Term

All Performance NBN plans have a minimum **1 month term** casual contract and a **\$35 activation fee**. This covers the setup of your unique ISP business network configuration (/30 Static WAN) and to help you with your router to get connected.

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 unlimited residential usage data with usage subject to the AUP/Acceptable Use Policy.

### Optional Features

- VoIP Optional Inclusion – \$0 Mobile/National X Plan.
- IPv6 Static - /48 Range \$0 (order after connected)

For more features and inclusions see *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                                 | NBN12-1                 | NBN25-10                 | NBN50-20                  |
|--------------------------------------|-------------------------|--------------------------|---------------------------|
| <b>NBN Circuit Speed</b>             | 12Mbps down<br>1Mbps up | 25Mbps down<br>10Mbps up | 50Mbps down<br>20Mbps up  |
| <b>Typical Evening Speed(7-11PM)</b> | 12Mbps down<br>1Mbps up | 24Mbps+ down<br>9Mbps up | 47Mbps+ down<br>16Mbps up |
| <b>Speeds Outside These Hours</b>    | 12Mbps down<br>1Mbps up | 24Mbps+ down<br>9Mbps up | 47Mbps+ down<br>17Mbps up |

| Plan                                 | NBN100-40                  | NBN250-25                  | NBN1000-50                 |
|--------------------------------------|----------------------------|----------------------------|----------------------------|
| <b>NBN Circuit Speed</b>             | 100Mbps down<br>40Mbps up  | 250Mbps down<br>25Mbps up  | 1000Mbps down<br>50Mbps up |
| <b>Typical Evening Speed(7-11PM)</b> | 95Mbps+ down<br>37Mbps up  | 235Mbps+ down<br>20Mbps up | 600Mbps+ down<br>45Mbps up |
| <b>Speeds Outside These Hours</b>    | 95Mbps+ down<br>37Mbps+ up | 235Mbps+ down<br>20Mbps up | 600Mbps+ down<br>45Mbps 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  | Data Usage | Included Phone Plan | Setup Fee | Monthly Charge | Total Minimum Charge (1 Month) |
|--|------------|---------------------|-----------|----------------|--------------------------------|
| NBN12-Performance-Flatrate /w National/Mobile X Phone Plan     | Flatrate   | Nat/MobileX         | \$35      | \$60           | \$95                           |
| NBN25-Performance-Flatrate /w National/Mobile X Phone Plan     | Flatrate   | Nat/MobileX         | \$35      | \$70           | \$105                          |
| # NBN50-Performance-Flatrate /w National/Mobile X Phone Plan   | Flatrate   | Nat/MobileX         | \$35      | \$85           | \$120                          |
| # NBN100-Performance-Flatrate /w National/Mobile X Phone Plan  | Flatrate   | Nat/MobileX         | \$35      | \$110          | \$145                          |
| * NBN250-Performance-Flatrate Data – No Included Calls         | Flatrate   | PAYG Only           | \$35      | \$120          | \$155                          |
| * NBN250-Performance-Flatrate /w National/Mobile X Phone Plan  | Flatrate   | Nat/MobileX         | \$35      | \$125          | \$160                          |
| * NBN1000-Performance-Flatrate Data – No Included Calls        | Flatrate   | PAYG Only           | \$35      | \$140          | \$175                          |
| * NBN1000-Performance-Flatrate /w National/Mobile X Phone Plan | Flatrate   | Nat/MobileX         | \$35      | \$145          | \$180                          |

- Total Minimum Charge is calculated as ((Monthly Fee \* Contract Term) + Setup Fee)
- \*NBN250 and \*NBN1000 not available on FTTN, FTTC, Fixed Wireless or Satellite areas. It is available in selected FTTP and HFC areas after qualification checks have been performed.
- 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.

**Relocation** - is available for \$0 once every 6 month period otherwise a \$35 setup fee will apply for the new location.

### Optional Bundled Residential VoIP Plan "National/Mobile X" On Selected Plans Only

Your Minimum Monthly Charge ~~\$10.00~~

**Bundled with Performance NBN Plan Flatrate Data+Phone Plan \$0.00**

#### Standard Charges

|                   |                  |
|-------------------|------------------|
| Local Calls       | Included         |
| National Calls    | Included         |
| Australian Mobile | Included         |
| 13/1300 Numbers   | \$0.35 Per call. |

International–Various –see [futurebroadband.com.au/idd](http://futurebroadband.com.au/idd)

>> Full details available

[futurebroadband.com.au/cis/CIS-09-02-2021-NatMobX-VOIP-FutureBroadband.pdf](http://futurebroadband.com.au/cis/CIS-09-02-2021-NatMobX-VOIP-FutureBroadband.pdf)

# **FAST FIX HOME NBN - \$20 pm addn**  
**Enhanced Restoration timeframes**  
**Available on Flatrate 50M or 100M only**

**Report Faults to us: 7.30AM - 5.00PM WST (M-F)**  
Where your fault requires NBN to restore service they will work on the issue 24/7 with an aim to fix any faults within 12 hours with night and weekend service appointments available.

\* Uses the NBN eSLA 12h 24/7 wholesale product  
\* No Rebates are available – see enterprise nbn

## 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 Ordering we will debit a deposit comprised of setup charges, 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 usually updated once an hour 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/)