

CRITICAL INFORMATION SUMMARY

Enterprise NBN TC-4 (Best Effort Internet Service)

Information About The Service

The *Enterprise NBN TC-4* service is a high-speed internet service which uses the National Broadband Network. It uses the TC-4 Best-Effort Class of Service. Once activated, it delivers internet connectivity to your premises NBN Network Boundry Point (“NBP”).

Service Availability

Enterprise NBN TC-4 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 NBN TC-4 is not available over NBN Satellite or Fixed-Wireless. NBN250, NBN500 and/or NBN1000 is only available in pre-qualified FTTP 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 15th 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 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, NBN500 or NBN1000 for maximum speeds.

Minimum Term

All Enterprise NBN TC-4 plans have a minimum **1 month term** and a **\$0 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 flatrate business usage data with usage subject to the AUP/Acceptable Use Policy.
- *Standard* NBN Service Agreement / Business-hours Support

Optional Features

- VoIP Optional Inclusion \$0pm - 10 SIP Lines (Calls excluded).
- NBN Service Agreement (eSLA) Upgrades (Various)
- Connect BGP/v6, Add IPv6/IPv4 Routed Ips (various costs)

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 | NBN25-10 | NBN50-20 | NBN100-40 |
|-----------------------------------|--------------------------|---------------------------|----------------------------|
| NBN Circuit Speed | 25Mbps down 10Mbps up | 50Mbps down 20Mbps up | 100Mbps down 40Mbps up |
| Typical Speeds (9am-5pm) | 24Mbps+ down 9Mbps up | 47Mbps+ down 16Mbps up | 95Mbps+ down 37Mbps up |
| Speeds Outside These Hours | 24Mbps+ down 9Mbps up | 47Mbps+ down 17Mbps up | 95Mbps+ down 37Mbps+ up |

| Plan | NBN250-100 | NBN500-200 | NBN1000-400 |
|-----------------------------------|-----------------------------|------------------------------|------------------------------|
| NBN Circuit Speed | 250Mbps down 100Mbps up | 500Mbps down 200Mbps up | 1000Mbps down 400Mbps up |
| Typical Speeds (9am-5pm) | 235Mbps+ down 70Mbps+ up | 460Mbps+ down 130Mbps+ up | 600Mbps+ down 230Mbps+ up |
| Speeds Outside These Hours | 235Mbps+ down 85Mbps+ up | 460Mbps+ down 155Mbps+ up | 800Mbps+ down 300Mbps+ 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 | Phone Plan | Setup Fee | Monthly Charge | Total Minimum Charge (1 Month) |
|---|----------|------------------|-----------|----------------|--------------------------------|
| NBN25-10-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$85 | \$85 |
| NBN50-20-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$100 | \$100 |
| <i>NBN50-20-TC-4-Enterprise Flatrate with eSLA12h-24-7 Special</i> | Flatrate | PAYG 10 Line SIP | \$0 | \$125 | \$125 |
| NBN100-40-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$110 | \$110 |
| <i>NBN100-40-TC-4-Enterprise Flatrate with eSLA12h-24-7 Special</i> | Flatrate | PAYG 10 Line SIP | \$0 | \$135 | \$135 |
| *NBN250-100-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$185 | \$185 |
| *NBN500-200-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$270 | \$270 |
| *NBN1000-400-TC-4-Enterprise Flatrate with Standard SLA | Flatrate | PAYG 10 Line SIP | \$0 | \$360 | \$360 |

- Total Minimum Charge is calculated as ((Monthly Fee * Contract Term) + Setup Fee)
- *NBN250, *NBN500 and *NBN1000 only available in selected FTTP areas after successful qualification checks.
- 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 permitted.

Cancellation - A minimum 30 days notice is required to cancel the service. There are no termination fees.

Optional Bundled 10 Line SIP PAYG VoIP Plan

Your Minimum Monthly Charge ~~\$20.00~~

Bundled with Enterprise NBN Plan \$0.00

Standard Charges

Local Calls \$0.10 Per call.

National Calls \$0.10 Per call.

Australian Mobile \$0.095 Per minute

13/1300 Numbers \$0.35 Per call.

International-Variou –see <https://futurebroadband.com.au/idd>

Optional Upgraded NBN TC-4 eSLA Addon Pricing

Standard (No eSLA) - \$0pm (Included)

12h Business Hours - \$30 per month

8h Business Hours - \$40 per month

4h Business Hours - \$75 per month

12h / 24hours 7 days - \$70 per month

8h / 24hours 7 days - \$90 per month

4h / 24hours 7 days - \$110 per month

Other Information

Paying for your service

- To pay for the service you can use Autopay with an Australian credit or debit card (Visa, Mastercard or AMEX) or Invoice
- Upon Ordering we will request a deposit comprised of setup charges, first monthly fee, plus any hardware 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 or sent to a nominated email.

Usage Information

Usage is updated daily and measured from the 1st 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 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/