

CRITICAL INFORMATION SUMMARY

Performance NBN 50, 80 and 100

Information About The Service

The Performance NBN 50, 80 and 100 services are 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 50, 80 and 100 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.

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 or DHCP assignment for WAN Interface

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 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.

Installation

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

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.
- Standard Residential Fault Response Hours
Monday to Friday 7.30am – 5:00pm WST (Perth)

Optional Features (charges may apply)

- VoIP Voice Plans (See website for plans/prices)
- IPv6 Static - /48 Range **\$0** (order after connected)
- **FAST FIX – Upgraded Fault Response Hours backed by enhanced NBN fault response targets – 365 days a year + \$30pm**

For more features and inclusions see *enterprise nbn*.

About Fast Fix (+\$30pm) – Optional Upgrade

A Fast Fix upgrade with your service plan allows home customers to report faults through to NBN (if required) 24/7/365 via our online portal. Once received our team will manage your fault case and escalations/reports to NBN for resolution can be handled both through the night and on any weekends and public holidays. This is backed through an enhanced 24/7 service level agreement with NBN itself for your service.

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.

Plan	Performance NBN 80/16	Performance NBN 100/16	Performance NBN 100/35
Typical Evening Speed(7-11PM)	80 Mbps down 16 Mbps up	100 Mbps down 16 Mbps up	100 Mbps down 35 Mbps up
Speeds Outside These Hours	80 Mbps down 16 Mbps up	100 Mbps down 16 Mbps up	100 Mbps down 35 Mbps 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)
Performance NBN 80/16 – PAYG / No Included Calls	Unlimited	PAYG Only	\$35	\$85	\$120
Performance NBN 100/16 – PAYG / No Included Calls	Unlimited	PAYG Only	\$35	\$100	\$135
Performance NBN 100/35 – PAYG / No Included Calls	Unlimited	PAYG Only	\$35	\$110	\$145

- Total Minimum Charge is calculated as ((Monthly Fee + Optional Addons * 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.
- 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”

Your Minimum Monthly Charge \$10.00

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

>> Full details available

futurebroadband.com.au/cis/CIS-09-02-2021-NatMobX-VOIP-FutureBroadband.pdf

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 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

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 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 chat, 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/