CRITICAL INFORMATION SUMMARY

Performance NBN 50, 80 and 100

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 follwing access technoligies:

- 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 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 Voice Plans (See website for plans)
- 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	Performance NBN 50/16	Performance NBN 80/16	Performance NBN 100/16
Typical Evening Speed(7-11PM)	50 Mbps down 16 Mbps up	80 Mbps down 16 Mbps up	100 Mbps down 16 Mbps up
Speeds Outside These Hours	50 Mbps down 16 Mbps up	80 Mbps down 16 Mbps up	100 Mbps down 16 Mbps up

Plan		Performance NBN 80/35	Performance NBN 100/35
Typical Evening Speed(7-11PM)		80 Mbps down 35 Mbps up	100Mbps down 35 Mbps up
Speeds Outside These Hours		80 Mbps down 35 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 50/16 – PAYG / No Included Calls	Unlimited	PAYG Only	$35	**$85**	$120
Performance NBN 80/16 – PAYG / No Included Calls	Unlimited	PAYG Only	$35	**$90**	$125
Performance NBN 100/16 – PAYG / No Included Calls	Unlimited	PAYG Only	$35	**$100**	$135
Performance NBN 80/35 – PAYG / No Included Calls	Unlimited	PAYG Only	$35	**$100**	$135
Performance NBN 100/35 – PAYG / No Included Calls	Unlimited	PAYG Only	$35	**$110**	$145

- o Total Minimum Charge is calculated as ((Monthly Fee * Contract Term) + Setup Fee)
- o 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.
- o 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

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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/