

CRITICAL INFORMATION SUMMARY



Enterprise Lite NBN TC-4 + Business Phone ("Bundle")

Information About The Service

The *Enterprise Lite NBN TC-4 + Business Phone Bundle* is a service with a high-speed internet connection using 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"). It also includes optional business phone services.

Service Availability

Enterprise Lite 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'
- NBN Fixed Wireless

Enterprise Lite NBN TC-4 is not available over NBN Satellite.

Contact us for speeds available on Fixed Wireless as these are not included in this CIS.

Equipment Required

A Managed Gateway 501 is provided with each service.

Optional Bonding or 4G Backup channel requires purchase of a managed router - \$425 (various options available). You still require your own 4G device and 4G data account.

Voice lines (above 2) may require additional equipment.

Minimum Term

All *Enterprise Lite NBN TC-4* plans have a minimum **12 month** contract and a \$100 activation fee.

After the minimum term your account will remain active on a month-to-month basis.

Included Features

- A Single Static IP Address for the CPE or managed router.
- Each plan includes a base inclusion of data, measured as the sum of both the uploads and the downloads.
- Plans include 5 Line SIP VoIP-Based phone service with 5 phone numbers (porting costs additional).

Optional Features

- Additional /30 or /29 Routed IP Range (Static Routed behind the default /30) (/30 \$10pm, /29 \$30pm)
- Custom Reverse DNS (\$30 per change)

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 | NBN50 | NBN100 |
|--------------------------------------|-----------------------------|------------------------------|------------------------------|
| <i>NBN Circuit Speed</i> | 25Mbps down 10Mbps up | 50Mbps down 20Mbps up | 100Mbps down 40Mbps up |
| <i>Typical Evening Speed(7-11PM)</i> | 24Mbps+ down 8Mbps up | 47Mbps+ down 16Mbps up | 93Mbps+ down 35Mbps up |
| <i>Speeds Outside These Hours</i> | 24Mbps+ down 8Mbps up | 47Mbps+ down 17Mbps up | 95Mbps+ down 37Mbps 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 | Phone Bundle | Included Data | Setup Fee (Incl Hardware) | Monthly Charge | Total Minimum Charge (12 Months) |
|---------------------|-------------------------|---------------|---------------------------|----------------|----------------------------------|
| NBN-25/10-Flatrate | 5 Standard SIP Channels | Flatrate | \$100 | \$85 | \$1120 |
| NBN-50/20-Flatrate | 5 Standard SIP Channels | Flatrate | \$100 | \$98 | \$1276 |
| NBN-100/40-Flatrate | 5 Standard SIP Channels | Flatrate | \$100 | \$108 | \$1396 |

- 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 - 5 Standard Line SIP - Included

5 Phone Numbers, 5 Channels and up to 5 Trunks with Pay as you go call rates – <https://futurebroadband.com.au/sip/>

Voice Plan - Upgrade Options

Upgrade 5 Standard Line + 5 Extension Hosted Cloud PBX = **Add \$10 per month** – <https://futurebroadband.com.au/pbx/>
[Advanced hosted pbx functionality such as IVRs, Time of Day routing, Queues, Ring/Hunt Groups]

Add Included Australia Standard National and Mobile Calls for 5 Lines = **Add \$150 per month**

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

Usage is measured from the 1st to the end of each month. Currently usage information can be obtained using the online customer portal. Usage is updated once a day and may be delayed by up to 48 hours.

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/