

CRITICAL INFORMATION SUMMARY



Performance NBN12,NBN25,NBN50,NBN100

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 Boundary 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:

- NBN – FTTP – Fibre To The Premises
- NBN – FTTN – Fibre To The Node
- NBN – FTTB – -Fibre To The Basement
- NBN – FTTC – -Fibre To The Curb
- NBN – HFC – Hybrid Fibre Coaxial or ‘Cable’
- NBN – Fixed Wireless

Performance NBN is not available over NBN Satellite.
NBN100 not available on 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 or Static IP assignment for WAN Interface
- Support for VLAN Tagging on WAN Interface (not applicable to FTTP or Fixed Wireless)
- For FTTN & FTTB Services the WAN Interface must be a VDSL2 RJ11 Port supporting the NBN Standards.

Future Broadband will, for each order, provide the customer will setup details required to be entered into their device configuration. Telephone Help (30min) is available at as part of the activation fee. Additional time charged at commercial rates.

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

Plans are available on a **12 month** contract. All orders have a \$79 activation fee.

Included Features

- Every service is allocated a /30 Routed IP Range which delivers a single assignable static address for the CPE.

- Each plan includes a base inclusion of data, measured as the sum of both the uploads and the downloads.

Optional Features

- Additional /30 or /29 Routed IP Range (Static Routed behind the default /30) (\$20/Mth and \$30Mth)
- Custom Reverse DNS (\$30 once off)
- Pay By Invoice – Non Auto Debiting - \$5/Mth
- NBN25 Only – Double your upload speed - \$10/Mth
- IPv6 Dual-Stack - \$5/Mth | free if part of /30+ addition

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	NBN25	NBN50	NBN100
NBN Circuit Speed	12Mbps down 1Mbps up	25Mbps down 5Mbps up	50Mbps down 20Mbps up	100Mbps down 40Mbps up
Typical Evening Speed(7-11PM)	11Mbps+ down 1Mbps up	24Mbps+ down 4Mbps up	47Mbps+ down 16Mbps up	93Mbps+ down 35Mbps up
Speeds Outside These Hours	11Mbps+ down 1Mbps up	24Mbps+ down 4Mbps 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	Included Data	Setup Fee	Monthly Charge	Total Minimum Charge (12 Months)	Unit Cost 1GB of data included in plan
NBN12-525G – PAYG Calls	525 GB	\$79	\$49	\$667	\$0.09
NBN12-Unlimited – PAYG Calls	Unlimited	\$79	\$54	\$727	-
NBN12-Unlimited – National Calls	Unlimited	\$79	\$64	\$847	-
NBN25-525G – PAYG Calls	525 GB	\$79	\$59	\$878	\$0.11
NBN25-Unlimited – PAYG Calls	Unlimited	\$79	\$69	\$907	-
NBN25-Unlimited – National Calls	Unlimited	\$79	\$79	\$1027	-
NBN50-525G – PAYG Calls	525 GB	\$79	\$75	\$979	\$0.14
NBN50-Unlimited – PAYG Calls	Unlimited	\$79	\$89	\$1147	-
NBN50-Unlimited – National Calls	Unlimited	\$79	\$99	\$1267	-
NBN100-800G – PAYG Calls	800 GB	\$79	\$85	\$1099	\$0.10
NBN100-1600G – PAYG Calls	1600 GB	\$79	\$99	\$1267	\$0.06
NBN100-Unlimited – National Calls	Unlimited	\$79	\$109	\$1387	-

- Total Minimum Charge is calculated as ((Monthly Fee * Contract Term) + Setup Fee)
- Excess usage is billed at **\$20 per 300GB or part thereof**. For example 150 GB excess = \$20, 450GB excess = \$40.
- 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 data inclusion, or speed at any time. Changes that involve speed modifications attract a \$20 fee.
- Plans cannot be downgraded, unless there is a technical issue that prevents us from offering your ordered speed.
- **Relocation is available – Free if you add an extra 12 months onto your current term, \$79 to keep your current term.**

Cancellation Fees

If you cancel the service anytime during the term you will be liable to pay out the remaining months. If you provide 30 days notice and allow future broadband to perform the actual cancellation (you do not use any NBN Transfer mechanism), termination will be capped at \$365, plus the cost of any free hardware that has been provided.

Other Information

Paying for your service

Free payment options currently include:

Auto Credit Card Debit (All Major Australian Credit/Debit Cards)

Invoice Payment option is \$5 per month and allows you to pay by Bank Direct Deposit or Paypal. Simply enter your supplied customer number from the invoice when making a payment.

Invoices are generated at the start of each calendar month and are due, or debited, 7 days after.

Late payment fees of \$10 will apply.

Usage Information

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.

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 handling 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/