

CRITICAL INFORMATION SUMMARY



Premium DSL2 – On-Net, Zone1, Regional

Information About The Service

The *Premium DSL2* service is a high-speed internet service which uses copper wires to transmit a DSL signal. Once activated, it delivers internet connectivity to your premises Network Boundry Point (“NBP”).

Service Availability

Premium DSL is only available within serviceable locations where we have determined your premises as being active for ordering, with sufficient capacity and covered by the following access technologies:

- On-Net – DSL via ULL(Unconditioned Local Loop)
- On-Net – DSL via SSS(Bring your own PSTN Line)
- Zone 1 – DSL via SSS/L2IG and PSTN Line
- Regional – DSL via SSS/L2IG and PSTN Line

While dialtone may be present no calls can be made from the PSTN. Future Broadband provide NBN Ready VoIP plans if you require the ability to make voice calls.

Equipment Required

The customer is responsible for sourcing equipment and configuration of Customer Premises Equipment (“CPE”) to the standards defined as follows:

- PPPoE assignment for WAN Interface
- ADSL2+ Modem

Future Broadband will, for each order, provide the customer will setup details required to be entered into their device configuration. Telephone Session (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** or **24 months** contract. All orders have a \$129 activation fee.

Included Features

- Every service is allocated a PPPoE username which delivers a single assignable static address for the CPE.
- Each plan includes unlimited data usage

Optional Features

- Additional /30 or /29 Routed IP Range (Static Routed behind the default /30) (\$20/Mth and \$30Mth)
- Static Route Advertisement of your own BYO /24 (or greater) IP Space
- Pay By Invoice – Non Auto Debiting - \$5/Mth

Installation

Standard installation is included. Non-standard installations may incur additional costs. Where an underlying PSTN is required to deliver the internet service a fee of upto \$300 will be passed-through to you from our supplier.

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.

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.

Services are delivered at the maximum line rate that is negotiated by the ADSL2+ equipment, being the DSLAM at the exchange and the modem at your premises.

Information About Pricing

Plan Name	Included Data	Setup Fee	Monthly Charge	Total Minimum Charge (12 Months)	Total Minimum Charge (24 Months)
DSL2-ON-NET SSS	Unlimited	\$129	\$39	\$597	\$1065
DSL2-ON-NET ULL	Unlimited	\$129	\$59	\$837	\$1545
DSL2-ZONE1*	Unlimited	\$129	\$79	\$1077	\$2025
DSL2-REGIONAL*	Unlimited	\$129	\$89	\$1197	\$2265

- Total Minimum Charge is calculated as ((Monthly Fee * Contract Term) + Setup Fee)
- *Additional once off \$300 PSTN Installation charge applies to Zone1 or Regional if your premises is identified as requiring a new PSTN line and socket.

Cancellation Fees

If you cancel the service anytime during the term you will be liable to pay out the remaining months. This is because Future Broadband, in a desire to provide residential customers with a Premium Service option, is buying a business-grade service on minimum term contract from wholesale carriers and packaging it in a unique way for customers residential locations. Free service relocation is available on a 12 month contract extension to the current term. Free migration within the current contract term is available to NBN as soon as it is available.

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. 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.

Customer Service Contact Details

The Future Broadband website contains 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/