

## Critical Information Summary

### NBN™ Plans

#### Information about the service

Red Broadband provides our customers with a broadband connection through the NBN™ Fixed Line and Wireless network. Available with all our NBN™ plans, is a VoIP service (calls or call packs charged separately).

#### Requirements and availability

NBN™ services may not be available in all areas. Availability of a service is subject to infrastructure readiness of the NBN™ Fibre or Wireless network. You must be the owner of the property or have the owners consent before the NBN service can be installed.

An NBN™ ready router for FTTN (Node), FTTC (Curb), FTTB (Basement) is required for those types of NBN™ services. If you have FTTP (Premises) or a FW (Fixed Wireless) service you may connect any PPPoE enabled router to the NBN Network Termination Unit (NTU). If you wish to use either VoIP or Wi-Fi, you will need to ensure that your device has the applicable capability. If you do not already own one, Red Broadband can provide one to you at an additional cost. **NOTE:** Only equipment supplied by Red Broadband is supported by Red Broadband staff.

#### Minimum Term

Red Broadband's plans are available with either no lock-in contract or contract length options of 12 month or 24 month. More information regarding setup fees for our different contract lengths can be found on the second page.

#### Included Features

Up to 5 E-mail Addresses	Local Perth based support	No Excess quota usage charges
	No Peak/Off Peak usage period	VoIP service Offered

#### Information about Pricing

##### Monthly Charges

Plan	Monthly Fee	Monthly Included Data	NBN Phone Call Charges	Total Min Price (No contract)	Total Min Price (12 Month contract)	Total Min Price (24 month contract)
NBN12-50GB	\$49.00	50GB (\$1.02 per GB)	Pay as you go - VoIP call bundles can be purchased separately	\$248.00	\$647.00	\$1176.00
NBN12-250GB	\$59.00	250GB (\$0.24 per GB)	Pay as you go - VoIP call bundles can be purchased separately	\$258.00	\$767.00	\$1416.00
NBN12-Unlimited	\$69.00	Unlimited	Pay as you go - VoIP call bundles can be purchased separately	\$268.00	\$887.00	\$1656.00
NBN25-Unlimited	\$75.00	Unlimited	Pay as you go	\$274.00	\$959.00	\$1800.00
NBN25-Unlimited + \$10 Call Bundle	\$85.00	Unlimited	Includes all calls to local and national numbers	\$284.00	\$1079.00	\$2040.00
NBN25-Unlimited + \$20 Call Bundle	\$95.00	Unlimited	Includes all calls to local, national and Australian Mobile numbers	\$294.00	\$1199.00	\$2280.00
NBN50-Unlimited	\$79.00	Unlimited	Pay as you go	\$278.00	\$1007.00	\$1896.00
NBN50-Unlimited + \$10 Call Bundle	\$89.00	Unlimited	Includes all calls to local and national numbers	\$288.00	\$1127.00	\$2136.00
NBN50-Unlimited + \$20 Call Bundle	\$99.00	Unlimited	Includes all calls to local, national and Australian Mobile numbers	\$298.00	\$1247.00	\$2376.00
NBN100-Unlimited	\$89.00	Unlimited	Pay as you go	\$288.00	\$1127.00	\$2136.00
NBN100-Unlimited + \$10 Call Bundle	\$99.00	Unlimited	Includes all calls to local and national numbers	\$298.00	\$1247.00	\$2376.00
NBN100-Unlimited + \$20 Call Bundle	\$109.00	Unlimited	Includes all calls to local, national and Australian Mobile numbers	\$308.00	\$1367.00	\$2616.00





### Installation/Setup Fee's

A setup fee applies to activation of a standard NBN™ service. Additional fees may apply for non-standard or additional NBN™ installations. An NBN™ New Development Charge of \$300 applies if your property is identified by NBN™ as being within the site boundary of a new development. Red Broadband will advise you before your application proceeds if this will be the case. Any cabling required past the network boundary point (as determined by NBN Co) is the account holder's responsibility.

Contract Term	Setup Fee
No Contract	\$199.00
12 Month Contract	\$59.00
24 Month Contract	\$0

### Excess Usage

We do not charge for excess usage. When you have reached your data allowance, your connection will be shaped to 512/512kbps. Only applicable to NBN12 plans.

### Cancellation Fees

If a service is cancelled during the order process a fee of \$150 is applicable. When a contract is cancelled before the contract term has expired the cancellation fee is charged at a rate of \$25 per month remaining in the contract or \$150, whichever amount is lesser.

## Other Information

### Usage information

Your monthly quota allowance includes your downloads. Uploads are not counted. You will receive email notification when you have reached 50%, 85% or 100% of your quota. Additionally you can check your usage online using our members portal:- <https://secure.redbroadband.com.au/> or call our staff to enquire.

### General Terms

Red Broadband's NBN services are subject to our Terms and Conditions as well as our Fair Use Policy which can be viewed on our website under <http://www.redbroadband.com.au/support/>. If you fail to abide by these terms, your service may be suspended or cancelled.

### How fast is my Broadband plan?

Our "NBN 12" plans offer speeds up to 12/1Mbps, "NBN 25" offers speeds up to 25/5Mbps, "NBN 50" offers speeds up to 50/20Mbps and "NBN 100" offers speeds up to 100/40Mbps. Actual speeds may be slower or vary due to varying factors including but not limited to; Number of active users on infrastructure beyond Red Broadband's purview, quality of connective medium in the service delivery, number of active user devices on the internal network as well as devices downloading data as background activity, quality and number of internal hardware/software devices and configurations, types and sources of accessed content. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable.

### Customer service contact details

You can contact our Sales, Support and Accounts team by calling **1300 551 331** or emailing us at [support@redbroadband.com.au](mailto:support@redbroadband.com.au). Support hours are 9am to 6:30pm on Monday to Friday and 9am to 4:30pm on Saturdays.

### Typical Evening Speeds

Plans	Typical Evening Speeds
NBN12	11Mbps
NBN25	23Mbps
NBN50	44Mbps
NBN100	82Mbps

### Dispute resolution process

If you feel dissatisfied with the outcome of your enquiry or our support and you wish to take the matter further, please follow our complaints process. You can find our complaints handling policy here:- <http://www.redbroadband.com.au/support/>

### Telecommunication Industry Ombudsman

If you have followed the complaint handling process as above and you are still dissatisfied with the outcome then you can contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling **1800 062 058** or by visiting [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)