

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 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.

An NBN™ ready router for FTTN (Node), FTTC (Curb), FTTB (Basement) and FW (Fixed Wireless) is required for those types of NBN™ services. If you have FTTP (Premises) you may connect a 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 we have options for 12 month or 24 month contract lengths. More information regarding setup fees for our different contract lengths can be found below:

Included Features

Up to 5 E-mail Addresses	Local Perth based support	VoIP service included in monthly cost (calls charged separately), requires VoIP-compatible device.
No Excess quota usage charges	No Peak/Off Peak usage period	

Information about Pricing

Monthly Charges

Plan Name	Monthly Fee	Monthly Included Data	Total Min Price (No contract – inc setup fee)	Total Min Price (12 Month contract – inc setup fee)	Total Min Price (24 month contract – inc setup fee)	Unit cost per 1GB of data inc in plan
NBN12-20GB	\$49.00	20GB	\$248	\$647	\$1,176.00	\$2.45
NBN12-250GB	\$59.00	250GB	\$258	\$767	\$1,412.00	\$0.24
NBN12-500GB	\$69.00	500GB	\$268	\$887	\$1,656.00	\$0.14
NBN25-300GB	\$69.00	300GB	\$268	\$887	\$1,656.00	\$0.23
NBN25-600GB	\$79.00	600GB	\$278	\$1,007	\$1,896.00	\$0.13
NBN25-1200GB	\$89.00	1200GB	\$288	\$1,127	\$2,136.00	\$0.07
NBN50-300GB	\$79.00	300GB	\$278	\$1,007	\$1,896.00	\$0.26
NBN50-600GB	\$89.00	600GB	\$288	\$1,127	\$2,136.00	\$0.15
NBN50-1200GB	\$99.00	1200GB	\$298	\$1,247	\$2,376.00	\$0.08
NBN100-300GB	\$89.00	300GB	\$288	\$1,127	\$2,136.00	\$0.30
NBN100-600GB	\$99.00	600GB	\$298	\$1,247	\$2,376.00	\$0.17
NBN100-1200GB	\$109.00	1200GB	\$308	\$1,367	\$2,616.00	\$0.09

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. Any cabling required past the network boundary point is the account holder's responsibility.

Contract Term	Pricing
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 256/256kbps for the NBN12 plans and 512/512kbps for the NBN25, NBN50 and NBN100 plans.

Cancellation Fees

Cancellation fees are charged when a contract is cancelled before the contract term has expired or if an order is cancelled during the order process. The cancellation fee will be 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 both your downloads and uploads. 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.

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. Support hours are 9am to 6:30pm on Monday to Friday and 9am to 4:30pm on Saturdays.

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