

CRITICAL INFORMATION SUMMARY

nbn™ TC-4 broadband - Consumer

PLAN PRICING

This summary may not reflect any or all discounts or promotions which may apply from time to time.

Plan	Max Speed (Mbps)	Typical Evening Speed	Minimum Term	Minimum Cost
nbn Home Basic II (25/10)	25/10	23.7/9.5 Mbps	1 Month	\$ 50.90
nbn Home Standard (50/20)	50/20	47.5/19 Mbps	1 Month	\$ 92.90
nbn Home Fast (100/20)	100/20	95/19 Mbps	1 Month	\$ 97.90
nbn Home Fast II (500/50)	500/50	440/47.5 Mbps	1 Month	\$ 97.90
nbn Home Superfast (750/50)	750/50	500/47.5 Mbps	1 Month	\$ 115.90
nbn Home Ultrafast (1000/100)	1000/100	550/95 Mbps	1 Month	\$ 138.90
nbn Fixed Wireless Basic II (25/5)	25/5	23.7/4.7 Mbps	1 Month	\$ 50.90
nbn Fixed Wireless Plus (100/20)	100/20	95/13 Mbps	1 Month	\$ 92.90
nbn Fixed Wireless Home Fast (250/20)	250/20	183/14 Mbps	1 Month	\$ 97.90
nbn Fixed Wireless Superfast (400/40)	400/40	298/20 Mbps	1 Month	\$ 110.90

All plans include unlimited monthly data.

Service description

Our nbn™ broadband internet service uses National Broadband Network (nbn™) infrastructure (e.g., FTTP, HFC, FTTC, or FTTN) to deliver broadband to the boundary point of your premises.

Availability

These services are available at selected coverage areas and are subject to infrastructure availability at each customer premises. To check service availability, please contact us on (03) 5292 3655.

Speeds

An nbn™ service can never go faster than the maximum line speed available at the premises, so we will confirm your actual speeds after connection and let you know if your line is not able to achieve the maximum speed of your plan. Ongoing throughput speeds may be slower than the maximum speed of your plan and could vary due to many factors including:

- The type of nbn™ technology available at your premises.
- Your hardware and software configuration.
- The source and type of content downloaded/uploaded.
- The number of users and performance of interconnecting infrastructure not operated by IT'S FUBAR Technology Services.

- Whether your device is connected by Wi-Fi or Powerline Adaptor rather than direct ethernet cable.

Qualifications

Our Acceptable Use Policy exists to ensure all our customers can access our services, and do not use them in a manner we consider unreasonable or unacceptable. The policy sets customer responsibilities for the use of our services and outlines the steps we may take to monitor your compliance with this policy. The policy can be viewed on our website at www.itsfubar.com.au/legal/aup.

By completing a sign up with us you agree your service may be restricted or terminated if:

- You fail to pay your bill.
- You are abusive to our staff.
- You breach the terms of our Acceptable Use Policy.

Installation

You may elect to self-install the service at no cost. Installation fees may apply if you request a technician installation.

IT'S FUBAR Technology Services reserves the right to charge for non-standard installations. You may need

two technicians (one from IT'S FUBAR, and one from NBN Co) to install the service.

We are required by law to confirm your nbn™ service is working. You need to inform us via (03) 5292 3655 of any issues you have with your nbn™ service before we can rectify them. Billing will commence once we confirm your service is operational.

Equipment

You will require a NBN-ready modem/router. If you do not have one, you may contact us, and we will supply one at your cost.

If you do not already have the required nbn™ equipment installed at your premises, an authorized person over 18 must be at the premises on the day of installation for a technician to complete any required installation works. You must obtain permission from the owner of the property, if that's not you, to have nbn™ Broadband installed prior to signing up with us.

By completing a sign up with us you are giving your consent for NBN Co to access your premises and install any equipment required to connect you to the network. NBN Co retains ownership of any equipment they install during the roll out.

ADDITIONAL INFORMATION ABOUT PRICING

How are payments made?

You will need to set up automatic payments (i.e., direct debits) from a credit, debit, or charge card to purchase this service.

When are payments made?

You will be automatically charged via your selected credit, debit, or charge card at the start of each billing cycle for recurring charges.

Cancellation

There are no exit fees for this service. You may advise us at any stage that you wish to cancel your service, and this will be processed at the end of the current billing

Other charges

Any additional fees incurred from NBN Co relating to the service we supply at your premises will be passed through to you at standard rates per the latest NBN Co Ethernet Wholesale Broadband Agreement which can be found on the NBN Co website: www.nbnco.com.au/rsps/supply-agreements/wba.

OTHER INFORMATION

Customer service

We have team who can help you with any support, accounts, or sales related questions. You may contact us via phone on (03) 5292 3655 or via email at support@itsfubar.com.au.

Complaints

If you are not happy with your service, a complaint can be raised with us via (03) 5292 3655 during or by emailing our team at support@itsfubar.com.au. If you are still not happy with the outcome of your complaint

Any cabling that is required beyond the Network Boundary is your responsibility to install and maintain:

Technology	Boundary
FTTP	The data (UNI-D) and telephone (UNI-V) port on the Fibre NTD.
FTTN	Customer side of MDF or Copper NTD or First TO (UNI-DSL).
FTTB	Customer side of the MDF (UNI-DSL).
FTTC	Customer side MDF or Copper NTD or First TO (UNI-DSL).
HFC	The data (UNI-D) port on the HFC NTD.

Our nbn™ TC-4 service may not be suitable if you have a serious illness or condition and require an uninterrupted service. Some equipment like back-to-base and medical alarms and other devices may not be compatible with the nbn™ and are not tested by us or supported on nbn™. You should contact your device supplier to find out if your device will work before connecting to the nbn™ through us.

cycle. You are required to pay the full amount for the current month of service, subject to your consumer law rights.

Plan changes

You can change your plan to any of our nbn™ TC-4 plans (if available at your premises) at any time without incurring any plan change fees. Other fees may apply.

Relocation fees

Relocation fees may be enforced by NBN Co depending on circumstances, e.g., technician appointments. Our team will do their best to advise you of these in advance, and any fees will be passed through to you.

after contacting us, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

The TIO can be contacted by calling 1800 062 058 or by visiting the Telecommunications Industry Ombudsman website at www.tio.com.au/making-a-complaint.

Usage information

You may find your previous usage information displayed in your online customer portal at accessible at <https://my.itsfubar.com.au>.