

Critical Information Summary

First Responder Broadband – nbn® Broadband – FTTN/FTTB/FTTC

Information about the Service

The First Responder Broadband Service (**Service**) provides you with broadband to your home (as described in your agreement with us). You must select a Plan for your Service as set out below. Each Plan includes unlimited data allowance for use within Australia as set out below.

nbn® Plan	25/10	50/20	100/20	100/40
Data Included	Unlimited	Unlimited	Unlimited	Unlimited
Minimum monthly charge	\$75	\$90	\$95	\$105
Maximum monthly charge	\$75	\$90	\$95	\$105
Typical Evening Download Speed (7pm -11pm)	23Mbps	48Mbps	92Mbps	92Mbps
Typical Evening Upload Speed (7pm – 11pm)	8Mbps	17Mbps	17Mbps	34Mbps
Minimum Term (months)	1	1	1	1

Early Termination Charges

Early termination charges apply if you cancel your Service before the end of the Minimum Term. The early termination charge is calculated at $ETC = (50\% \times A \times M) + X$, where:

ETC = early termination charge;

A = the Fees for the terminated Service for a month;

M = the number of months, or part thereof, from the date of termination to the end of the Minimum Term; and

X = unavoidable costs necessarily incurred by us arising out of such termination (eg., third party service provider termination fees).

Using your Service and Inclusions

About the service: First Responder Broadband's nbn® broadband Service uses NBNSCo infrastructure (e.g. Fibre To The Premises, HFC, Fibre To The Curb, or Fibre To The Node) to deliver a broadband service to your premises.

Service Availability/Coverage: The Service is only available in nbn® broadband service areas, and may not be available at all locations or all premises. A First Responder Broadband representative will confirm if your premises is eligible to connect to your Service. Alternatively, you may check if a Service is available to you at <https://www.nbnco.com.au/learn/rollout-map>

Service Speeds: The speed and performance of the Service depends on the Plan you select, and on a variety of factors, such as the server which you connect to or the equipment you use. Typical evening speeds are the typical speeds which you may experience between 7pm and 11pm as set out above in relation to each Plan. This is not a guaranteed minimum speed. You may check the typical evening speeds at the above table.

What is included: This Service provides you with unlimited data for your personal or business use only, and in accordance with our Acceptable Use Policy. There are no excess usage charges and no set up fees.

What do you need to access the service:

You will require an nbn®-compatible modem and router to access and use the Service. You may use your own modem and router.

If applicable, NBNSCo may need to install equipment at your premises. If NBNSCo deems your premises to be a new development, NBNSCo may charge you a new development fees of \$300.

FTTC customers will also need an nbn® network connection device.

HFC customers will also need an nbn® Network Termination Device provided free of charge by NBNSCo. This equipment must remain at the premises at all times and remains the property of NBNSCo.

Additional Information for FTTN and FTTC customers:

If you have an existing standard telephone service, then you will need to transfer to an internet-based phone service through an alternate provider, as First Responder Broadband does not supply voice services. Otherwise, you will lose your current landline phone connection. The existing phone sockets at your premises may be disabled.

What is not included:

You cannot use your Service to send or receive data for any other purpose other than for the uses stated above. Your Service is not a phone service, and does not enable you to make or receive phone calls to local or international numbers, or enable you to make or receive standard national or international SMS and MMS. You will need to obtain a standard phone service as set out above to make such calls. You cannot use your Service outside of Australia.

Acceptable Use:

You must comply with our Acceptable Use Policy and not use your service in an unacceptable, unreasonable or fraudulent way. We may take action if you breach our Acceptable Use Policy, including suspending or cancelling your Service. For more information see www.firstresponderbroadband.com.au/legal

Changing your Plan:

You may change your Plan for no fee by informing us in writing. We will provide you with the new Plan as soon as possible (which may be in the next billing cycle specified in your application), and will provide you with confirmation of your new Minimum Term for your new Plan. We will charge you the new fees for the new Plan on and from the date we provide you with the new Plan, but we will give you a credit for the unused portion of your prior Plan. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan. Please note we do not prorata refunds on plan downgrades. Note: All costs mentioned on this critical information summary are inclusive of GST.

Payments and Billing

Billing:

Your bill will be sent to the email address which your nominated email address and will contain charges incurred on a monthly basis starting from the date on which your service was activated under your Plan. When you order equipment from us, first start a new Plan or change your Plan during a billing period, your first bill may contain additional charges. You will need to pay your bill via direct debit from your credit card, debit card, or from your bank account.

Late Payment & Service Restriction:

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our acceptable use policy, available at www.firstresponderbroadband.com.au/legal

Additional account fees: The following account fees apply:

Bounced payment fee: \$5

Late payment fee: \$10

Mastercard/Visa surcharge: 1.75% + \$0.30

Amex surcharge: 2.5% + \$0.30

Other Information

Usage:

You can check and manage your usage by contacting our Customer Service Team at 1300 372 000; or support@firstresponderbroadband.com.au

Customer Service:

For more information about your service or if you have a complaint, you can contact our Customer Service Team at 1300 372 000; or support@firstresponderbroadband.com.au, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

Complaints:

Please contact us first if you have a complaint and our team will make every attempt to resolve your issue. If, after speaking to us, you are not satisfied with the outcome, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058** or visit <http://www.tio.com.au/complaints> if you wish to make an independent investigation.

Please note that this is a summary only and does not reflect any discounts or promotions that apply from time to time. The full legal terms and conditions are for this Plan are available at www.firstresponderbroadband.com.au/legal

First Responder Broadband

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