



## Critical Information Sheet for NBN \$99 Home Plan

### **Service Description:**

Freedom Broadband's NBN service is delivered via the National Broadband Network (NBN) using FTTP, FTTB, FTTN, FTTC or Fixed Wireless technology, to the network boundary point of your premises. Freedom Broadband's NBN plan includes the following components:

- NBN Broadband
- Voice Service (no included calls)

### **Payments**

Invoices are sent out during the first few days of the month and payments are deducted from your Credit Card on the 8<sup>th</sup> of the month. Payment is in advance for the following month.

Your monthly charge is \$99.

### **Minimum Charge during the first month.**

Your minimum charge during the first month of service will be \$150 connection fee plus the \$99 service fee.

### **Upfront Fees and Charges.**

There is a \$150 connection fee.

This includes a fully provisioned modem delivered to your place of residence by Toll Delivery Service, and any initial support you need in connecting the modem to your service.

### **Moving Home Fee.**

The cost to change your Freedom Broadband \$99 Residential Plan to another address is \$25.

### **Change of Name Fee.**

The cost to change your Freedom Broadband \$99 Residential Plan to another name is \$25. Written notice of 14 days given by the current account holder is required.

### **Call Costs**

The line rental is bundled with your NBN plan and there is no cost for this.

Local calls 25c – untimed

Mobile calls 34c per minute

13/1300 35c untimed

### **Monthly Data Quota**

There is no monthly data quota. Freedom Broadband's NBN plans have unlimited download and upload data limits.

### **Availability**

The NBN Bundle is available at selected coverage areas and subject to infrastructure availability at customer's premises.

To check for availability, please use the address checker here. ([Link to NBNco](#))

### **Change of Plan**

You can change your plan either up or down with 30 days' notice. There is no cost for this change.

You cannot separately cancel either component (NBN Broadband or Voice Service). Cancellation will cease both services.

### **Typical NBN Speeds**

Typical Evening Download Speed is subject to change and is measured between 7pm and 11pm. Actual throughput speeds may be slower and could vary due to various factors including type/source of content being downloaded, hardware and software configuration, the number of users and performance of interconnecting infrastructure not operated by Freedom Broadband. Devices connected by Wi-Fi may experience slower speeds than those connected by Ethernet cable. For FTTB, FTTN and FTTC customers, we will inform you of your maximum line sync speed once available. If you are on a higher speed NBN plan, you have the option to downgrade to a lower speed plan without any penalties.

The typical evening speed on the \$99 plan is.....

### **Equipment Required**

If you do not already have the required NBN infrastructure installed at your premises, you or an authorised person over 18 years of age will be required to be home on the day of installation for a technician visit. If we find that you will require a technician visit to perform the installation, we will advise you of the date and time after registration.

Freedom Broadband will provide you with a provisioned modem as part of the \$150 connection fee. To be provided a working Voice Service, you need a standard phone handset (approved for use in Australia) and you must choose the option with Freedom Broadband.

### **Inclusions and Exclusions**

The service is for residential consumers and used for personal or domestic purposes only. Voice Service Non-Included Calls: You can choose Voice Add-ons to include certain calls. Calls that are not included in your Voice Add-on (e.g. calls to 13/1300 numbers and Directory Services) will be charged at the listed Freedom Broadband rates on a 'pay as you go' basis. Standard International Call Rates apply for calls to satellite phones and international calls that are not included in your Voice Add-on. Calls to 19/1900 numbers are not supported. CSG Waiver: The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

### **Priority Assistance**

Some NBN Providers offer Priority Assistance. However, we at Freedom Broadband see every customer as a priority and will always do our best to provide great service.

### **Further Options**

If you are not satisfied with our handling of your complaint and you have escalated this within Freedom Broadband, you may seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman (telephone 1800 062 058)