

CRITICAL INFORMATION SUMMARY

Boom Broadband Premium Phone and Up to 12/1Mbps with UNLIMITED data



This summary gives you the important information you need to know about your Boom Broadband Residential NBN plan. It covers things like the length of your contract, billing, what's included and what's not.

INFORMATION ABOUT THE SERVICE

The NBN is a high-speed broadband internet service which is currently being rolled out by nbn™. A connection with Boom Broadband will provide you with access to the internet via the nbn™ Connection Box.

To get a Boom Broadband NBN service you must be in an eligible NBN area as per the nbn™ historical footprint.

MINIMUM PLAN TERM

Boom Broadband offers three terms – these are detailed below and only vary the setup fee you may or may not incur.

- 24-month minimum term
- 12-month minimum term
- No minimum term

WHAT'S INCLUDED

UNLIMITED data where 1GB (Gigabyte) = 1,000MB (Megabytes). You can use your monthly usage allowance at any time (day or night with no off peak or on peak restrictions). Any unused monthly allowance expires at the end of your billing cycle.

WHAT'S NOT

If we determine that you are using your Boom Broadband plan for non-personal use or if we determine that you are using the plan in a way that does or may, in our opinion, adversely affect the network we reserve the right to immediately suspend or restrict access to your service.

INSTALLATION

- A minimum of one appointment is needed to connect your service to the NBN. This will be with nbn™. In which case we will arrange the appointment for you. For Fixed Wireless information, see below.
- A standard installation of the nbn™ equipment is included free of charge. If your installation is non-standard, nbn™ will discuss and obtain your agreement to any additional charges before starting the work. These charges will be incurred through Boom Broadband and recharged to you.
- If you're not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the nbn™ equipment, including its location.
- Fixed Wireless is dependent on a good quality signal between the outdoor antenna installed at your premises and an NBN Fixed Wireless base station. At your first appointment the nbn™ technician will survey your premises to determine the signal quality and location of the outdoor antenna before the installation can proceed.
- Beyond the NBN Connection Box, your nbn™ installer won't undertake internal wiring tasks and permanent cabling through wall, floor or ceiling cavities. This must be done by a registered cable installer if required.

INFORMATION ABOUT PRICING

MONTHLY CHARGE

Below are the monthly charges that apply to your Boom Broadband plan:

- **\$90** in which your Monthly Data Allowance on this plan is 50GB.

The cost of 1MB of data within your included data allowance is not applicable for an UNLIMITED plan.

Boom Broadband **does not** charge credit card processing fees and takes payment via standing authorisation on your nominated Visa or MasterCard only.

CONNECTION

- If you have chosen a 24-month contract then no setup fee is charged.
- For 12-month contracts a setup fee of \$50 will be charged.
- If you have opted for no contract then a \$100 setup fee will be charged.

Upon expiry of your contracted term, you may choose to cancel your service with no penalty. You may also choose to downgrade your plan to a lower monthly spend, however change of speed tier fees may still apply.

BROADBAND SPEEDS

- Your broadband service over the NBN offers download line speeds into the home up to 12Mbps and upload speeds from the home up to 1Mbps.
- Actual speeds will be slower and will vary due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by Boom Broadband.
- Download speeds on devices connected via Wi-Fi router or network extender may be slower than on devices connected by Ethernet cable.

TOTAL MINIMUM PLAN COSTS

- If you take up the 24-month contract, the total minimum amount you'll pay over 24 months is **\$1,585**
- If you take up the 12-month contract, the total minimum amount you'll pay is **\$855**
- If you take up the no contract option, the total minimum amount you'll pay is **\$190**

EARLY TERMINATION CHARGE

If your Boom Broadband plan is cancelled before your minimum term has ended, you will need to pay an Early Termination Fee (ETF). The ETF is \$25 multiplied by the months remaining on your contract. Maximum termination fees would be \$575 on a 24 month contract (23 months x \$25) or \$275 on a 12 month contract (11 months x \$25).

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CHANGING PLANS

Once an NBN Broadband plan is purchased:

- Change of Speed Tier fee of \$20 applies for both upgrades and downgrades
- Within contract you cannot downgrade to a lower plan than initially contracted
- Upgrades/Downgrades to data allowance within the same speed tier are free of charge

OTHER INFORMATION

BILLING

You'll be billed in advance for the minimum monthly charge on the same day each month. You will be invoiced 14 days prior to the charge being taken from your Visa or MasterCard. Your first bill will include any setup fees required.

TRACK YOUR DATA USAGE BETWEEN BILLS

To track your data usage, you can:

- Click the My Account tab at boombroadband.com.au to log into your Boom Room account. You will need your provided username and password to log in
- Once you have logged into your account click on the Usage tab to see how much data you have used. The information tells you the percentage of data you've used in the current billing cycle, e.g. '27% of 1,000GB'

INCOMPATIBLE EQUIPMENT

To connect devices to your NBN Connection Box, you'll need a separate router – a box that shares an internet connection over Ethernet wiring, or wireless networking (Wi-Fi). If you already own a router from your old cable or DSL broadband, it might not work with the NBN. It is advised to check with the manufacturer/provider.

Boom Broadband can provide you with a new router for an additional cost. If not, any router you buy needs to be able to support Ethernet WAN. If you want to connect computers or other devices in other rooms, you will need to use either a wireless router, power-line adaptors or install Ethernet cables between rooms.

WE'RE HERE TO HELP

If you have any questions about this plan, any other Boom Broadband service, technical support or connection issues please log into your customer portal at: <https://boombroadband.com.au/my-account/>.

Alternatively, please call us on **1300 00 BOOM (1300 00 2666)**.

COMPLAINTS OR DISPUTES

If you have a problem or complaint about your service, go to <https://boombroadband.com.au/legal/> where you'll find full contact details and information about how to resolve it.

FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on **1800 062 058**.

For full contact information, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at; <https://boombroadband.com.au/legal/>

CRITICAL INFORMATION SUMMARY

Boom Broadband Bundled UNI-V Premium Phone Plan



This summary gives you the important information you need to know about your residential Boom Broadband Bundled UNI-V PAYG Phone Plan. This covers UNI-V services bundled together with a current Boom Broadband data plan. It covers things like the contract length, billing, what's included and what's not.

INFORMATION ABOUT THE SERVICE

Boom Broadband UNI-V Phone Service allows you to make and receive calls through your NBN connection.

MINIMUM PLAN TERM

There is no minimum term on a Boom Broadband UNI-V PAYG Plan.

WHAT'S INCLUDED

Unlimited Local Calls and unlimited Standard National Calls to Landlines.

Unlimited calls to Standard Australian Mobiles.

Call numbering display & call return.

WHAT'S NOT

You'll be charged for the calls made each month on your telephone as per the call charges set out below. A UNI-V Phone Service does not include call waiting, call forwarding, 3 way calling, voicemail or do not disturb.

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). Further details on the CSG waiver can be found at <https://boombroadband.com.au/legal/>

FAIR USAGE POLICY

The service is for residential consumers only and may not be used for commercial purposes. All usage must comply with our fair use policy. Further details on the Fair Use Policy can be found at <https://boombroadband.com.au/legal/>

INFORMATION ABOUT PRICING

MONTHLY CHARGE

\$25.00 is the monthly charge that applies to your Boom Broadband UNI-V PAYG phone plan. The monthly price is included with your Boom Broadband Bundled Internet Plan.

Boom Broadband **does not** charge credit card processing fees and takes payment via standing authorisation on your nominated Visa or MasterCard only.

CONNECTION

No setup fee is charged for your UNI-V Phone Service when bundled with a data Internet service.

CALL CHARGES

- Local calls - Unlimited
- National Calls - Unlimited
- National Mobile calls - Unlimited
- International calls - From \$0.01 per minute
- Calls to 13 numbers - \$0.28 untimed
- Calls to 1800 numbers - FREE

All call rates including international charges can be found at: <https://boombroadband.com.au/nbn-products/nbn-phone/call-rates/>

EARLY TERMINATION CHARGE

A Boom Broadband UNI-V PAYG Phone Plan is not contracted so no early termination fee applies.

OTHER INFORMATION

BILLING

You'll be billed in advance for the minimum monthly charge on the same day each month. You will be invoiced 14 days prior to the charge being taken from your Visa or MasterCard. Your first bill will include any setup fees required.

Call charges are billed in arrears for the prior month's usage.

USAGE INFORMATION

Customers can obtain information on their UNI-V PAYG Phone Plan usage via their invoice. Further details of all calls are available on request.

LOCAL NUMBER PORTABILITY

Your existing phone number can be ported (transferred) to Boom Broadband free of charge as long as no complex services are active on the line. Complex services generally consist of ADSL, ISDN or Line Hunt facilities.



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PRIORITY ASSIST/MEDICAL ALARMS

Boom Broadband does not support priority assist services for UNI-V phone services. Nor can Boom Broadband support Medical Alarms to be used with standard telephony services.

INCOMPATIBLE EQUIPMENT

UNI-V Phone Services are compatible with most standard analogue phone handsets. Handsets are required to connect to either of the UNI-V ports available on the NBN Connection Box and no additional hardware is required. Older style rotary handsets will not work on UNI-V Phone Services. Boom Broadband cannot guarantee your current handset will be compatible with the UNI-V Phone Service.

BACKUP POWER SERVICE

Our service includes, at no additional charge, the supply of a backup battery unit if requested. The backup battery unit will keep some elements of your telephone service going if there is a power outage at your premises. This backup battery unit will keep power going to your NBN Network Termination Device but it will not supply power to either your handset or your Internet router. This means if you have a telephone handset that does not require power and that handset is plugged into the UNI-V port on your NBN NTD, then if there is a power outage you will be able to make and receive telephone calls (including calls to emergency services) for an estimated period of time of about 5 hours.

However, if 1) You remove the battery backup unit, or 2) The unit is faulty or the battery is not replaced after the battery gets low on power, or 3) You have a telephone handset that needs power to function (e.g. wireless handset); then during a power outage, you will not be able to make or receive any calls, including calls to emergency services.

WE'RE HERE TO HELP

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