

CRITICAL INFORMATION SUMMARY

Boom Broadband NBN Broadband Plans



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 Point.

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 two terms – these are detailed below and only vary the setup fee you may or may not incur.

- 12-month minimum term
- No minimum term (No contract)

WHAT'S INCLUDED

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.

A dynamic IP address

WHAT'S NOT

For capped data plans if you exceed your **50GB** monthly usage allowance your broadband service will be slowed down to **256kbps** for all usage for the rest of that month. Your usage will reset on your next billing cycle. There are no excess usage charges.

If we determine that you are using your Boom Broadband plan for nonpersonal 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.

Boom Broadband does not supply email addresses or outbound mail servers. It is recommended to use any of the free email options online.

INSTALLATION

- You may require an nbn™ technician appointment to have your service installed. You must obtain permission from the owner of the property (if this is not you) and be over the age of 18.
- Beyond the NBN Connection Point, 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.
- Installation of your modem/router is your responsibility and will need to be connected to your NBN connection point.

BROADBAND SPEEDS

• Actual speeds may 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.

INFORMATION ABOUT PRICING

CONNECTION

- 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

• Actual speeds may 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.

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 calculated at \$25 multiplied by the months remaining on your contract. Maximum termination fees would be \$275 on a 12-month contract (11 months x \$25).

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

NBN New Development Fee (NDF)

An additional once off \$300 nbn™ New Development Fee may apply if your premises is identified by nbn™ as being within the site boundary of a new development.

CRITICAL INFORMATION SUMMARY

MONTHLY CHARGE			Total Minimum Cost over Term	
Speed	Data Allowance	Minimum Monthly Charge	No contract	12 Month contract
Up to 12/1 Mbps	50 GB	\$45	\$145	\$590
Up to 12/1 Mbps	Unlimited*	\$60	\$160	\$770
Up to 25/5 Mbps	50 GB	\$55	\$155	\$710
Up to 25/5 Mbps	Unlimited*	\$70	\$170	\$890
Up to 50/20 Mbps	50 GB	\$65	\$165	\$830
Up to 50/20 Mbps	Unlimited*	\$80	\$180	\$1,010

Home Phone Bundles (optional)	PAYG	National	Premium
Monthly Fee	\$10	\$15	\$25
Local Calls	\$0.20 per call	Included*	Included*
National Calls	\$0.20 per call	Included*	Included*
Calls to Australian Mobiles	\$0.15 per minute	\$0.15 per minute	Included*
Cost of making a two-minute standard national mobile call	\$0.30	\$0.30	Included*
Calls to 13/1300 numbers	\$0.28	\$0.28	\$0.28
Calls to International Destinations	refer to: https://boombroadband.com.au/nbn-products/nbn-phone/call-rates/		

*Fair and Acceptable Use Policies apply

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

You will require an NBN ready modem/router, with support for all types of NBN services. Your modem/router will need to be WiFi or VoIP enabled if you want to connect wireless devices or make use of a VoIP phone service.

If you already own a modem/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 modem/router for an additional cost. 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/>