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## Critical Information Summary

### Nexgen Cloud NBN Plans

#### INFORMATION ABOUT THE SERVICE

##### Service Description

Nexgen Cloud NBN Plans are the NBN internet services provided over the National Broadband Network, using FTTP, FTTB, FTTN, FTTC, NWAS (Wireless) or HFC technology to the network boundary point at your premises.

##### Installation Requirements and Availability

For a Nexgen Cloud NBN service to be delivered, the address needs to fall in an area that qualifies for NBN services. Please visit [www.nbnco.com.au](http://www.nbnco.com.au) to check for availability. This is subject to capacity and infrastructure at both the NBN network and the customer premises. NBN services require a compatible NBN modem/router. Nexgen will provide an NBN modem/router with the NBN service (except for the NBN 1000-50 and NBN 1000-400 plan) and it is the customers responsibility to manage this modem. Customers may choose to utilize their own modem on site providing it is compatible with the type of NBN delivered. Installation of our NBN services does not include any internal cabling to your premises.

##### Minimum Term

Nexgen Cloud NBN Plans have a minimum contract term of 36 months.

##### Features Included with The Product

Nexgen Cloud NBN services come with 1 static IP address. The NBN service comes with an NBN compatible WIFI modem/Router. Wifi Modem routers are not included in the 1000-50 and 1000-400 plans. Customers will be required to supply a compatible router to support the speeds.

##### NBN Speeds

Typical Business Hours Download Speed is measured between 9am and 5pm. The actual speeds for the service may be slower and vary due to many factors including type/source of content being downloaded, hardware and software configuration, the number of users connected to the service. 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.

##### Exclusions

Nexgen Cloud NBN plans do not come with any form of network management. Management of firewalls, modems, racks, cabling, patch panels or any other IT infrastructure or software is not the responsibility of Nexgen with this product. This also includes the range of WIFI in the customers premises.

## INFORMATION ABOUT PRICING

### Monthly and Once-off Charges

Nexgen Cloud NBN plans available are listed below, outlining, monthly plan fee, term and the minimum total costs.

### Early Termination Fees

If you decide to cancel the service before the end of the agreed contract term, early termination fees will apply. Termination fees are calculated as the monthly recurring charge multiplied the remainder of the contract term. (E.g. If your minimum monthly charge for a plan is \$94.95 and you decide to cancel the plan with 8 months remaining, the early termination fee will be calculated at \$94.95 multiplied by 8). To cancel a plan Nexgen will require 30 days written notice from the authorized contact.

## OTHER INFORMATION

### Billing and Payment Information

Nexgen's method of bill delivery is via email. Nexgen can email one or multiple email addresses the monthly invoice. Invoices can be viewed online at [www.nexgen.com.au](http://www.nexgen.com.au). Customers can email our billing team at [billing@nexgen.com.au](mailto:billing@nexgen.com.au) or contact us on 1300 02 04 02. Payment for the phone account is strictly by direct debit only. Customers can choose a bank account or credit card. Credit card direct debits will incur a fee per transaction. Fees are currently charged at 1.5% for all Visa and Mastercard payments and 2.0% for all American Express payments. Late payment fees of \$35 (ex GST) will apply where invoices are not paid by the due date.

### Contacting Nexgen

Customers can contact Nexgen on 1300 020 402 to discuss any billing, support or hardware enquiries. You can also email our billing department at [billing@Nexgen.com.au](mailto:billing@Nexgen.com.au). If you are not satisfied with the outcome or service provided to you, you can email [support@Nexgen.com.au](mailto:support@Nexgen.com.au).

If you are still unsatisfied with the actions by Nexgen and the resolution, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 to assist you further.

<b>NBN PLAN</b>	<b>NBN 25</b> 20.8 Mbps Basic typical evening speed	<b>NBN 50</b> 43.7 Mbps Basic typical evening speed	<b>NBN Wireless 75</b> 43.7 Mbps Basic typical evening speed	<b>NBN 100</b> 78.2 Mbps Basic typical evening speed	<b>NBN 250</b> 202 Mbps Basic typical evening speed
<b>Monthly Fee</b> <b>Monthly Included Data</b> <b>Minimum Term</b>	\$104.95 Unlimited 36 Months	\$114.95 Unlimited 36 Months	\$114.95 Unlimited 36 Months	\$139.00 Unlimited 36 Months	\$165.00 Unlimited 36 Months
<b>Installation Fees</b>	One off NBN New development charge of \$300 applies if your premises is identified by NBN as being within the site boundary of a new development. Also a \$300 subsequent install fee is applicable if there are no vacant pairs to order the NBN service on.				
<b>Relocation Fees</b>	\$199 relocation fee applies. New development and subsequent install fee of \$300 to be charged if applicable also				
<b>Minimum Total Cost Modern/Router included</b>	\$3,778.20 Yes	\$4,138.20 Yes	\$4,138.20 Yes	\$5,004.00 Yes	\$5,940.00 Yes

<b>NBN PLAN</b> <b>ULTIMATE</b>	<b>NBN 250-100</b> 202 Mbps Basic typical evening speed	<b>NBN 500-200</b> 404 Mbps Basic typical evening speed	<b>NBN 1000-50</b> 805 Mbps Basic typical evening speed	<b>NBN 1000-400</b> 805 Mbps Basic typical evening speed	
<b>Monthly Fee</b> <b>Monthly Included Data</b> <b>Minimum Term</b>	\$220 Unlimited 36 Months	\$275 Unlimited 36 Months	\$187 Unlimited 36 Months	\$352 Unlimited 36 Months	
<b>Installation Fees</b>	One off NBN New development charge of \$300 applies if your premises is identified by NBN as being within the site boundary of a new development. Also, a \$300 subsequent install fee is applicable if there are no vacant pairs to order the NBN service on.				
<b>Relocation Fees</b>	\$199 relocation fee applies. New development and subsequent install fee of \$300 to be charged if applicable also				
<b>Minimum Total Cost Modern/Router NOT INCLUDED ON THE 1000-50 and 1000-500 Plans</b>	\$7,920 Yes	\$9,900 Yes	\$6,732 Yes	\$12,672 Yes	

**Please Note:**

- Pricing is inclusive of GST
- Plan minimum term is 36 months.
- Priced on a per month schedule.