

Critical Information Summary – Nexgen Cloud NBN Plans

PRICING INFORMATION

Monthly & One-Off Charges

Available Nexgen Cloud NBN plans include details on monthly fees, contract terms, and minimum total costs.

NBN PLAN	NBN 25-5	NBN 50-20	NBN Wireless 100-20	NBN Wireless 250-20	NBN Wireless 400-40	NBN 100-40
Typical Download Speed	20.8Mbps	43.7Mbps	73.7Mbps	210Mbps	355Mbps	89Mbps
Typical Upload Speed	4Mbps	16Mbps	16Mbps	16Mbps	32Mbps	32Mbps
Monthly Fee	\$94.95	\$114.95	\$114.95	\$126.50	\$132.00	\$139.00
Minimum Total Cost	\$3,418.20	\$4,138.20	\$4,138.20	\$4,554.20	\$4,752.00	\$5,004.00
Monthly Included Data	Unlimited					
Minimum Term	36 Months					
Installation Fee	New development and subsequent install fee of \$300 to be charged if applicable. Relocation fees to be priced on request.					
Modem Router included	Yes					

NBN PLAN	NBN 250-100	NBN 500-50	NBN 500-200	NBN 750-50	NBN 1000-100	NBN 1000-400
Typical Download Speed	220Mbps	440Mbps	460Mbps	670Mbps	790Mbps	870Mbps
Typical Upload Speed	85Mbps	44Mbps	175Mbps	44Mbps	85Mbps	335Mbps
Monthly Fee	\$220.00	\$140.00	\$275.00	\$143.00	\$165.00	\$352.00
Minimum Total Cost	\$7920.00	\$5,040.00	\$9,900.00	\$5,148.00	\$5,940.00	\$12,672.00
Monthly Included Data	Unlimited					
Minimum Term	36 Months					
Installation Fee	New development and subsequent install fee of \$300 to be charged if applicable. Relocation fees to be priced on request.					
Modem Router included	Yes					

Please Note:

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

SERVICE DETAILS

Service Overview

Nexgen Cloud NBN Plans deliver internet services via the National Broadband Network (NBN), using technologies such as FTTP, FTTB, FTTN, FTTC, NWAAS (Wireless), or HFC. These services connect to the network boundary point at your premises.

Installation & Availability

To access Nexgen Cloud NBN services, your address must be within an eligible NBN service area. You can check availability at www.nbnco.com.au. Service availability depends on infrastructure and capacity at both the NBN network and your location. A compatible NBN modem/router is required. Nexgen supplies one with the service, but customers are responsible for its management. Alternatively, you may use your own compatible modem. Onsite installation is not included unless specifically quoted and charged for. Please note, installation does not include internal cabling within your premises.

Installation time frame

Installation of NBN standard services is approximately 5-10 business days from the time the order is confirmed and booked with one of our representatives. Delivery time frames also may vary depending on NBN delivery method. Visit www.nexgen.com.au for our service level agreement. Where a Fibre to the Premises upgrade is required, lead times are approximately 6-12 weeks and is subject to capacity and final site survey by a NBN technician. Internal cabling, conduit is not included in the delivery of NBN fibre to the premises. It is the customers responsibility to install cabling and conduit where required.

Contract Term

All Nexgen Cloud NBN Plans come with a minimum contract term of **36 months**.

Included Features

- One static IP address
- NBN-compatible Wi-Fi modem/router

Speed Information

Typical download speeds during business hours (9am–5pm) may vary due to factors such as content type, hardware/software setup, and the number of connected devices. Wi-Fi connections may be slower than wired Ethernet connections. Nexgen does not manage Wi-Fi range. WIFI signal interference, network congestion, content being accessed and software, will also impact the speed.

Exclusions

These plans do not include network management services. Nexgen is not responsible for managing firewalls, modems, racks, cabling, patch panels, or other IT infrastructure/software. Wi-Fi coverage within your premises is also excluded.

Early Termination Fees

If you cancel your plan before the contract ends, an early termination fee applies. This fee is calculated as:

Monthly charge × Remaining months in contract

For example, if your monthly fee is \$94.95 and you cancel with 8 months remaining, the fee would be:

\$94.95 × 8 = \$759.60

A 30-day written notice from an authorised contact is required to cancel.

OTHER INFORMATION

Billing & Payments

Invoices are sent via email and can be viewed at www.nexgen.com.au. For billing enquiries, email billing@nexgen.com.au or call **1300 02 04 02**.

Payments are accepted via direct debit from a bank account or credit card. Credit card payments incur transaction fees:

- **Visa/Mastercard:** 1.5%
- **American Express:** 2.0%
Late payments incur a fee of **\$49 (ex GST)**.

Customer Support

For billing, support, or hardware questions, contact Nexgen at **1300 020 402** or email billing@nexgen.com.au.

If you're not satisfied with the service or resolution, email support@nexgen.com.au.

If issues remain unresolved, you may contact the **Telecommunications Industry Ombudsman (TIO)** at **1800 062 058**.