

Critical Information Summary

Information about the service

Service description

The Next Telecom NBN™ Unlimited Plan is an internet service provided over the National Broadband Network (NBN™) and is available in NBN™ enabled areas.

Hardware requirement

You will require an NBN compatible modem/router for this service.

Key details

This service is provided on a 24-month contract.

Static IP Address is included for Business customers.

Your NBN™ TC4 plans include unlimited data with typical business speeds listed on the following table. Interface

speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

Standard installation requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. A 240-volt power supply is required, and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an NBN service, you will not be able to move back to a copper service.

Information about pricing

Monthly charge, minimum charge and unit pricing (All rates are ex GST unless otherwise specified.)

Plan	Monthly Charge	Included data	Minimum Charge (24 months)	NBN TC4 Infrastructure
100/40Mbps	\$110	Unlimited	\$2640	FTTN, FTTC, FTTB, FW (Copper/Fixed Wireless Based areas only)
500/50Mbps (Fast)	\$105	Unlimited	\$2520	FTTP, HFC
250/100Mbps	\$110	Unlimited	\$2640	FTTP Only
750/50Mbps (SuperFast)	\$110	Unlimited	\$2640	FTTP, HFC
400/10-40Mbps	\$119	Unlimited	\$2856	Fixed Wireless Only (Superfast)
1000/100Mbps (Ultrafast)	\$129	Unlimited	\$3096	FTTP, HFC
500/200Mbps	\$129	Unlimited	\$3096	FTTP Only
1000/400Mbps	\$169	Unlimited	\$4056	FTTP Only
2000/100Mbps (Hyperfast)	POA	Unlimited	POA	HFC Only *Not available until 2026 (TBC)
2000/200Mbps (Hyperfast)	POA	Unlimited	POA	FTTP Only *Not available until 2026 (TBC)
2000/500Mbps (Business Hyperfast)	POA	Unlimited	POA	FTTP Only *Not available until 2026 (TBC)
4G Failover including Static IP	\$33	Backup Only	\$792	Coverage Map Dependent

*Ex. GST Pricing

Note that 4G Failover includes Static IP Address and is only available in conjunction with NBN Service provided by Next Telecom. 4G Service via Optus Mobile Network.

NBN FTTP & HFC Network Termination Devices – Speed Tier Classification

Depending on the Network Termination Device used “NTD” capacity speeds vary. Choosing the correct NTD device is critical to maximizing your plan speed. Below table is specifically for FTTP & HFC customers only.

Technology Type	NTD Version	NTD Type	Max Aggregate Capacity Supported	Speed Tier availability
FTTP	V1	Internal	1300Mbps	All NBN TC4 tiers except Business Hyperfast 2000/500Mbps
FTTP	V3	1 Port	2200Mbps	All NBN TC4 Tiers
FTTP	V4	4 Port	2200Mbps	All NBN TC4 Tiers
HFC	V1 (CM 8200B)	Internal	970Mbps	All NBN TC4 tiers except Business Hyperfast 2000/500Mbps
HFC	V2 (CM 3500B)	NTD 2.5	2300Mbps	All NBN TC4 Tiers

Installation charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary, additional charges may apply. NBN subsequent installation charge \$300 applies where more than one NBN service is connected at the same NBN address.

If NBN Co deem your property to be a new development, the NBN New Development charge of \$300 inc GST will apply.

Modem charge

A modem is not included with this service. Modem charges will be determined by the modem chosen by the customer.

Early Termination Fees

Early Termination Fees (ETFs) apply if the service is cancelled, disconnected or ported to another carrier within the contract terms. ETF is \$50 to disconnect at any time in the first 12 months. For full terms & conditions see the [Next Telecom Terms & Conditions](#)

4G Backup Option

To improve service reliability, 4G mobile data backup is optionally available with every NBN service. For an additional monthly charge of \$33, a 4G backup service can be provided with static IP Address included. This is to maintain connectivity during a short outage. This service can only be made available within the Optus 4G mobile coverage area.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

Important: Billing for your NBN service will commence from the day that the NBN activation is completed by NBN™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Broadband speeds

Actual speeds you will receive will vary due to several factors such as the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. We are unable to attain your maximum possible speeds using FTTN, FTTC, FTTB or Fixed Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your NBN service, we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend improving your speeds. If this does not improve things, we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel the 12-month contract without early termination penalty. We will require any modem supplied free of charge to be returned to us to avoid a hardware non-return fee.

We are here to help

If you have any questions, just call us on **1300 00 NEXT** (1300 00 6398) so we can serve you better. Or you can visit us at www.nexttelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.nexttelecom.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at <http://www.tio.com.au>.

Spend management

A spend management tool is available to all Next Telecom customers free of charge via the member portal at: www.nexttelecom.com.au > [My Account](#)

Other Information

For more information about different internet technologies and to determine what is right for you please see: <http://www.commsalliance.com/BEP>

Usage information

You can monitor your usage at <http://www.nexttelecom.com.au> > [My Account](#) or by calling us on **1300 00 NEXT** (1300 00 6398).

Service details

This Next Telecom NBN™ service is provided using the NBN Co. network. Next Telecom is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

This is a summary only. Please contact us for further information or visit our website for full terms and conditions. Summary valid as of September 2025