

## Critical Information Summary – nbn® HFC Service

As of 15/09/2025

This Critical Information Summary (CIS) refers to the delivery of a broadband service to your premises via NBN Co's Hybrid Fibre Coaxial (HFC) Infrastructure. Minimum Term is 1 Month.

Plan Name	Download Speed (Typical Evening Speed)	Upload Speed (Typical Evening Speed)	Minimum Monthly Cost
<b>12/1</b>	12Mbps (11Mbps)	1Mbps (0.84Mbps)	\$73.00
<b>25/10</b>	25Mbps (24Mbps)	10Mbps (8Mbps)	\$79.00
<b>50/20</b>	50Mbps (49Mbps)	20Mbps (17Mbps)	\$93.00
<b>500/50</b>	500Mbps (Unknown)	50Mbps (Unknown)	\$95.00
<b>100/40</b>	100Mbps (99Mbps)	40Mbps (34Mbps)	\$109.00
<b>250/100</b>	250Mbps (249Mbps)	100Mbps (87Mbps)	\$109.00
<b>750/50</b>	750Mbps (Unknown)	50Mbps (Unknown)	\$119.00
<b>1000/100</b>	1000Mbps (Unknown)	100Mbps (Unknown)	\$129.00
<b>2000/100</b>	2000Mbps (Unknown)	100Mbps (Unknown)	\$189.00

*BANDWIDTH SPEED ABOVE IS SPECIFIED AS MAXIMUM ATTAINABLE SPEED (TYPICAL EVENING SPEED). SOME OF THESE*

*PLANS ARE NEW AND WE HAVE NOT COLLECTED ENOUGH DATA TO PROVIDE TYPICAL EVENING SPEEDS.*

*PLEASE SEE BELOW FOR MORE INFORMATION.*

### Information about the service

#### What is the service?

Our nbn® Broadband is delivered via the National Broadband Network (NBN) using infrastructure such as Fibre to the Premises, HFC, Fibre to the Curb, or Fibre to the Node. Each service can be provisioned with a different speed package as listed above.

This service is specifically designed for Hybrid Fibre Coaxial (HFC) connections.

#### Where is it available?

Our nbn® services are available anywhere that NBN Co has infrastructure available and operational. Please note that not all speed plans are available for all premises.

For more details please visit

<https://www.nbnco.com.au/learn/rollout-map>

#### What do I need to connect to this service?

NBN Co will install equipment inside & outside your premises if not already present.

You will also need an NBN-ready modem and/or router, which can be provided at an additional upfront cost.

#### Contact/Minimum Term

This service is available on a no lock in, month to month, no fixed term contract, and may be cancelled at any time effective the end of the current billing cycle.

#### Speed

Each plan has different maximum upload and download speeds available; Typical Evening Speed is the average expected bandwidth available during peak hours, which are 7PM to 11PM daily, however, you may experience higher or lower speeds available throughout the day.

### Information about pricing

#### Equipment Fees

Equipment provided by NBN Co does not normally include a charge.

An NBN-compatible modem and/or router

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may be purchased from us for a one time fee, you may choose from a range of modems and/or routers via our ordering page or we can provide a selection of the different modems/routers available for you with applicable pricing. Shipping fees may be applicable.

### Setup Fee

A setup fee may be applicable if you request us to visit your premises to connect, setup and configure your modem/router and other applicable devices. This may include a travel fee if outside our general service area. We will advise you of the cost if you request this.

### NBN New Development Fee

NBN Co may charge a New Development Fee for the cost of deploying network infrastructure to newly built premises or dwellings. This fee may also apply for additional connections made to a premises with an existing active connection. You will be informed of this fee upon signup or on notification by NBN Co.

### Other Possible Costs

There may be other costs associated with the use of this service, such as:

- Late Fees for payments made after the due date.
- Difference in monthly fee when upgrading to a higher speed plan
- Bundled/additional services such as a VoIP Service, Static IP, Email & Web hosting service, and other related services we may offer.

### Pricing Changes

Over time, we may increase or decrease pricing based on our costs and discounts we may offer, we will contact you via your provided contact methods before these changes take effect.

## Other Information

### Customer Service

You may contact us using a variety of methods, including phone calls, email, via our website contact form, and logging a ticket via our portal.

Website: <https://computus.au>

Portal: <https://portal.computus.au>

Email: [support@computus.net.au](mailto:support@computus.net.au)

[sales@computus.net.au](mailto:sales@computus.net.au)

[accounts@computus.net.au](mailto:accounts@computus.net.au)

Phone Call: 1300 793 683

02 4571 1676

### Complaints

If you are not happy with your service or with a Customer Service Representative, you may use the above contact information to lodge a complaint.

### Ombudsman

If you are not satisfied with the way in which we handled your complaint/dispute, you may contact the Telecommunications Industry Ombudsman (TIO) for independent assistance. You may contact them by calling 1800 062 058 or by visiting the TIO Website at

<https://tio.com.au/making-a-complaint>