



**FUTURE
TECHNOLOGIES**

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CUSTOMER INFORMATION SUMMARY

NBN Broadband

Version 1

Critical Information Summary

| Plan | | Standard | Standard – 12 Months | Backed Up | Backed Up – 12 Months | | |
|------------------------|---|----------|----------------------|-----------|-----------------------|--|--|
| NBN 50/20 | Minimum monthly charge | \$80.90 | \$80.90 | \$108.18 | \$108.18 | | |
| | Minimum charge for entire term | \$80.90 | \$970.80 | \$108.18 | \$1298.16 | | |
| NBN 100/40 | Minimum monthly charge | \$90 | \$90 | \$117.27 | \$117.27 | | |
| | Minimum charge for entire term | \$90 | \$1080 | \$117.27 | \$1407.24 | | |
| Hardware Costs | Standard Connection – No Wi-Fi - Draytek Vigor 2762 | \$299.09 | | | | | |
| | Standard Connection – Wi-Fi - Draytek Vigor 2832N | \$362.72 | | | | | |
| | Backed Up – No Wi-Fi - Draytek Vigor 2762 & Telstra 4G USB Dongle | \$334.54 | | | | | |
| | Backed Up – Wi-fi - Draytek Vigor 2832N & Telstra 4G USB Dongle | \$398.17 | | | | | |
| Connection Fees | Setup Fee | \$163.63 | \$163.63 | \$163.63 | \$163.63 | | |
| | New Line Charges | \$300 | \$300 | \$300 | \$300 | | |

All prices quoted are exclusive of GST

Information about the service

The Service:

Our **NBN Broadband** service offers post-paid asymmetrical internet interface connection via the National Broadband Network where available and an included data allowance. You can choose to have your speed reduced (shaped) to 256kbps once you have used up all your included allowance or you can continue using the service at the same speed tier and pay excess data charges. There are no peak or off-peak restrictions on your use.

Mandatory components:

If your existing connection is nonstandard, NBN Co will discuss any additional charges with you and these charges will appear on your first bill. You will require a router or firewall at your premises for this service to work. We can provide our Home Network Gateway for self-installation at no cost. Additional charges apply for Home Network Gateway installation and replacement. We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination or port on the Home Network Gateway if selected. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable 240V AC power outlet. Please contact us for further information. All bills are delivered by email and Direct Debit from either a bank account or credit card is required.

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Minimum term:

The service is available with a minimum term of 0 months

Important conditions:

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade your Tier or your plan allowance once per month. You cannot downgrade your Tier or plan while within contract term. This service may not be available at your location. Please call us to find out if you can be connected to this service at your location. Requests to upgrade the Tier will result in a restart of the 12-month term (if you have selected this). You may only upgrade your Tier once per month. Requests to downgrade the Tier will result in a cancellation of the existing service with an Early Termination Charge.

You must obtain the consent of the property owner to have the NBN installation performed. Standard Installation is included at no charge if the service is to be connected in an existing developed area and we can arrange the required installation appointments for you. If you need a first connection in a newly developed area, NBN Co will levy a charge of \$330 (inc GST) and this will appear on your first bill. A subsequent install charge of \$330 will apply if 1) additional NBN connections are requested at the same address 2) a new copper pair needs to be connected to complete the NBN connection.

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. In the case of NBN connections delivered using FTTN (Fibre to the Node) technology, the distance you are away from the node will affect maximum available speeds.

**In Fixed Wireless coverage areas, Tier 100 options are not available.

Information about pricing**Minimum monthly charge:**

Please refer to table on previous page for pricing information.

Maximum monthly charge:

The maximum monthly charge depends on whether you have chosen to consume additional data via our excess charges.

Billing:

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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.

Early termination charges:

If you cancel your service prior to the end of your contract term you will incur an Early Termination Fee of \$200 (ex GST).

Unit Pricing Information:

Please refer to table above for unit pricing information.

Other information**Enquiries, feedback and complaints:**

We're here to help. Please contact us by calling 047421346 or by sending an email to greg@futuretechnologies.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: **1800 062 058**

Fax: **1800 630 614**

Online: <http://www.tio.com.au/making-a-complaint>

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Factors affecting speeds

Wi-Fi

In most instances, a connection over Wi-Fi will be slower than if you were connected physically to your modem with a cable, particularly if there is a wall in the way or there are multiple users on the same Wi-Fi network. Wi-Fi performance can also be impacted by interference from surrounding devices and nearby users on the same channel.

Congestion Prioritization

If there is a lot of "traffic" (i.e. lots of people downloading stuff at the one time) your internet speed can be impacted.

Equipment

Older or outdated equipment such as Modem's can affect the speed of your connection. Other equipment such as filters, sockets internal wiring may also cause speed issues.

Overseas Content

Content being downloaded from overseas servers can be lower than domestic content due to congestion on international pipes.

Type of technology

NBN has adopted a multi technology mix which means that not every connection is the same, this will result in customers receiving different speeds depending on the type of technology they are connected to.

•Fibre to the Premise

(FTTP)Premises that are connected directly with Fibre, customers in most cases will receive the best possible speed available.

•Fibre to the Node (FTTN):

Fibre connected to a Node and using the existing copper network to complete the connection to a premise.

•Fibre to the Basement (FTTB):

Fibre connected to a building's communication room then utilizing the existing technology in the building to connect a premise.

•Fixed Wireless (FW):

Data travels from a transmission tower to a rooftop antenna which is connected to a network device connected to the premise. This is not a wired connection.

•Hybrid Fibre Coaxial (HFC):

Fibre connected to a Node and using the existing Pay TV or cable network to complete the connection to the premise