



Critical information Summary – Future Technology Centre Landline

Information About the Service

It is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Future Technology Centre or by another service provider.

What is included?

The standard FTC Landline plan includes unlimited calls to local and national calls and calls to Australian mobiles.

What is not included?

- This service does not include calls to premium service numbers such as 1900 numbers.
- This service does not include a battery backup power supply for either nbn's equipment or any customer equipment. This means you will not be able to make calls during a power outage, including calls to emergency services.
- We do not provide support for phones purchased from other vendors and we cannot guarantee their compatibility with our network.

Minimum Term

The service is available on a 12-months contract term, 24-months contract term, 36-months contract term or month-to-month basis.

Recommended Hardware & Software

We offer a range of Yealink, Cisco, Polycom, Panasonic, Ericsson-LG phones at highly competitive pricing. Customers can choose to pay up-front, or amortise the up-front costs with a finance agreement (approved applicants only).

Early Cancellation Fees

- If you cancel the service before the end of your contract term (12 months or 24 months), Early Termination Fees (ETF) will apply.
- Early Termination Fee (ETF) will be calculated as your monthly access fee, plus any monthly hardware rental fees, multiplied by the months remaining in your minimum contract term.
- If the ATA is not returned within 30 days of your service ending, or is returned faulty, a fee of \$120 will apply to 2 port ATA and \$240 for 4 port ATA.

Information about pricing

Price information on plans: The cost for calling a national and local landline number is \$0.06 per minute while the cost for calling local and national mobile number is \$0.11 per minute.

Set-up fee: The setup cost is \$99 but it is dependent on many different things. Due to variances, set-up fees will be determined prior to agreement of contract and first bill. The cost of professional installation will vary depending upon the number of handsets.

Equipment fees: Future Technology Centre will provide you with handsets, key systems, and PBX setups. This rental cost is included in your monthly fee.



Monthly charges

Plan Name	Cost per month	Local calls	National calls	Calls to mobile	1300 and 13
Standard	\$45	unlimited	unlimited	unlimited	\$0.33

Pay As You Go Charges

Plan Name	Cost per month	Local calls	National calls	Calls to mobile	1300 and 13
Pay As You Go	\$20	\$0.06	\$0.06	\$0.11	\$0.33

*International rates are automatically blocked to prevent bill shock, and some are actively blocked because they are high risk. For a full list of international rates please visit our website.

Note: All charges mentioned in the tables are inclusive of GST.

Enquiries, Feedback and Complaints

You can contact the Future Technology Centre's customer support team for any service and account support by emailing sales@futuretechnologycentre.com.au or calling 1300 70 76 90 between 10am and 5pm Monday to Friday (excluding National public holidays).

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problems or are unhappy. We will do our best to solve your problem during the first contact. If you wish to contact the TIO, you can do so as follows: Call 1800 062 614 fax 1800 630 614 or online <http://www.tio.com.au/making-a-complaint>

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