



Critical information Summary – Business NBN

Information About the Service

Future Technology Centre's NBN service is provided over the National Broadband Network (nbn™) (FTTP, FTTB, FTTN, FTTC, HFC or Fixed Wireless) and are available in nbn enabled areas (NBN100 not available for Fixed Wireless).

What is included?

- Unlimited data on selected plans
- No excess quota usage charges
- Dedicated Business support
- Static IP address

Minimum Term

You can choose from two options:

- 24-month contract with \$29 activation fee
- month-to-month contract with \$149 activation fee

Early Cancellation Fees

There are no Early Termination Charges if you cancel your plan. However, If you cancel your plan within 24 months of connecting, you'll need to payout the remaining cost of your modem calculated based on the modem cost of \$10/month and the number of months remaining in a 24 month term.

Required Equipment

- An NBN compatible modem that is WiFi enabled to connect with wireless devices.
- A 240 volt power supply may be required to power the equipment.
- To be provided a working NBN Phone service you need a standard phone handset (approved for use in Australia) and you must purchase a modem.
- Any cabling that is required in your premises beyond the Network Boundary Point is your responsibility. Standard professional installation of \$240 is applied if a technician visits your premises. Non-standard, additional or subsequent installations may require you to pay additional charges.

Important Conditions:

If you're in a newly constructed building and not already connected to the NBN, NBN Co may charge you a once-off New Development charge of \$300 (inc GST). In the event of a power outage, your services will not work unless you maintain a back-up battery. Where there is no available copper line available for an FTTN new connection, a new copper phone line will need to be connected. The standard charges of \$299 will apply. Fee when a fault raised to the Carrier is not found on the Carrier's Network is \$150.00. Greenfields Installation Fee (Per Service Location) \$272.72. Subsequent Installation (including new Copper Pair) \$270. Late Cancellation of Appointment or Missed Appointment \$750.

For FTTB, FTTC & FTTN customers, until your service is connected we are unable to confirm your maximum attainable speed. If your line does not support your chosen connection tier, we will inform you and offer you alternative options.



Monthly charges

Plan Name		Cost per month	Minimum Charge for 24 months	Average Speed (9am-5pm) in Mbps
NBN 100	Standard (No Contract)	\$110	\$2,640	83.4
	Full Package (24 months contract Modem + Installation)	\$120	\$2,880	
NBN 50	Standard (No Contract)	\$100	\$2,400	47.4
	Full Package (24 months contract Modem + Installation)	\$110	\$2,640	
NBN 25	Standard (No Contract)	\$90	\$2,160	24.1
	Full Package (24 months contract Modem + Installation)	\$100	\$2,400	

- Total Minimum Charge on a 24 month contract is \$29 activation fee, 24 months of plan rental, plus \$240 for pre-programmed NBN modem, plus \$10 modem delivery fee.
- Total Minimum Charge on no lock-in contract is the standard \$149 activation fee, \$240 for pre-programmed modem, \$10 modem delivery fee plus one month of plan rental.

Note: All costs mentioned on this critical information summary are inclusive of GST.

Usage Information

Future Technology Centre customers can track monthly call usage in your account portal by going to www.futuretechnologycentre.com.au

Enquiries, Feedback and Complaints

You can contact the Future Technology Centre's customer support team for any service and account support by emailing sales@aussienbn.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 or 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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