

Critical Information Summary

Work from Home Staff Reward Bundle

Service Description	Uses nbn® infrastructure to deliver broadband to your premises.			
Plan Name	Fast Plus 100/40			
Unlimited Minimum/ Maximum Monthly Charge	\$119			
Typical Evening Download Speeds (7pm - 11pm)	99Mbps			
Typical Evening Upload Speeds (7pm - 11pm)	34Mbps			
Early Termination Charges	Yes - \$25 x the number of months remaining on the contract (minimum term).			
Minimum Term (Months)	24 month			
Bundled Hardware	Yealink WH670 Convertible Wireless Headset RRP \$370	Yealink WHC60 Wireless Charger RRP \$90.00	Grandstream GUV3100 Video Camera RRP \$65.00	NetComm NF18 CloudMesh Mesh Networking Gateway RRP \$75.00

Information about the service

What is the service?

Now Technologies's nbn® broadband service uses nbn® infrastructure (e.g. Fibre To The Premises) to deliver broadband to your premises. These services provide the typical evening download and upload speeds listed for each plan in the table above.

Where is it available?

These services are available anywhere that nbn® has rolled out Fibre To The Premise and/or HFC only - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

What do I need to access the service?

- Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises. A person over 18 will need to be at home for this appointment.
- You will also need an NBN-ready router capable of higher speeds (see "Equipment fees" on next page.)
- HFC customers will need an NBN Network Termination Device provided free of charge by NBNCo.

What is included?

Features of this service include:

- Australian-based phone support

Minimum term of the service

This service is month-to-month with no fixed term.

Qualifications

Please note that this service may be restricted and/or cancelled if:

- You fail to pay your bill.
- You are abusive to our staff,
- You breach our terms and conditions or our fair use policy, available at <https://www.nowtechnologies.com.au/legal>.

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Information about pricing

Excess usage	There are no excess usage charges.
Early termination fees	Early termination fees will be calculated on the number of months remaining on the 24 month term multiplied by \$25, which will be direct debited from your nominated account.
Set up fee	There is no set-up fee for this service.
Delivery fees	Postage costs are \$20 for standard mail, \$30 for express mail.
New development fees	The nbn® may charge a \$300 new development fee for the cost of deploying network infrastructure to new premises or dwellings. This fee may be applied to each new premises requiring a nbn® connection. This includes, but is not limited to, new dwellings, lots under reconstruction, and new buildings requiring a new mailing address. We will inform you upon signup if this fee may apply.
Other possible charges	<ul style="list-style-type: none">• If you bundle your broadband service with a phone service or any of our bolt-on features, your monthly costs may be different. For full terms and conditions on a phone service, please see the relevant critical information summary and for details on bolt-on features, speak to our staff.• You can change your plan at any time for no fee. If upgrading your plan before the end of your monthly billing cycle, you will need to pay the difference between your current plan and new plan. If you wish to downgrade your plan, please note we do not prorata refunds on plan downgrades.• Optional NTD upgrade charges may apply up to \$297 based on order selection.• Note: All costs mentioned on this critical information summary are inclusive of GST.
Changes to your plan	We may from time to time make changes to your plan pricing. If the change is materially detrimental to you, we will provide you with 30 days' written notice.

Other Information

Access to Usage Information Billing Charges	To access your call usage, please contact us by emailing customerservice@nowtechnologies.com.au
Customer Service Contact Details	Phone 1300 851 993 Email customerservice@nowtechnologies.com.au Opening Hours: 8am - 7pm If you need to contact us out of hours, calls us and leave a voicemail message or email us at customerservice@nowtechnologies.com.au
How to Access our Complaints Handling Process	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at www.nowtechnologies.com.au
TIO Contact Details	If you have exhausted all avenues for resolving your complaint within Now Technologies, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058. For full contact details, visit https:// www.tio.com.au/contact-us

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**Full Legal Terms
& Conditions**

This document is a summary only, the full legal terms and conditions are available here
www.nowtechnologies.com.au

The above information is based on the standard service offering and is only a summary. On occasion, Now Technologies may run special promotions which include additional discounts or other benefits. Where this document has been supplied as part of a special promotion, please refer to the original promotional description for any variations to the above.