

# Critical Information Summary

## nbn® Staff Reward Plans

Service Description	Uses nbn® infrastructure to deliver broadband to your premises.					
Plan Name	Value 50/20	Fast Plus 100/40	Fast Fibre 500/50	Superfast Fibre 750/50	Ultrafast Fibre 1000/100	Hyperfast 2000/100
Unlimited Minimum/ Maximum Monthly Charge	<b>\$89</b>	<b>\$94</b>	<b>\$95</b>	<b>\$105</b>	<b>\$119</b>	<b>\$179</b>
Typical Evening Download Speeds (7pm - 11pm)	49Mbps	99Mbps	N/A	N/A	N/A	N/A
Typical Evening Upload Speeds (7pm - 11pm)	17Mbps	34Mbps	N/A	N/A	N/A	N/A
Early Termination Charges	\$0					
Minimum Term (Months)	1 month					
Technology			FTTP/HFC ONLY	FTTP/HFC ONLY	FTTP/HFC ONLY	FTTP/HFC ONLY

Some of these plans are new services, we do not have sufficient data yet to calculate the typical busy period speed for them. We will update this information once sufficient data is available.

## 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

### Do I have to bundle anything with the service?

Bundling is not compulsory. You can opt to bundle your home phone or any of our bolt-on features like night owl (no data metering between 1-7am), download-only metering or a static IP.

### 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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## nbn<sup>®</sup> Staff Reward Plans

### Information about pricing

<b>Excess usage</b>	There are no excess usage charges.
<b>Exit fee</b>	There are no exit fees for this service.
<b>Set up fee</b>	There is no set-up fee for this service.
<b>Equipment fees</b>	You don't have to purchase an NBN-ready modem/router from Now Technologies, but we can provide one if you prefer: modem/router cost starts from \$75 plus postage. Postage costs are \$15 for standard mail, \$20 for express mail or \$25 courier post.
<b>New development fees</b>	The nbn <sup>®</sup> 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 <sup>®</sup> 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.
<b>Other possible charges</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Optional NTD upgrade charges may apply up to \$297 based on order selection.</li><li>• Note: All costs mentioned on this critical information summary are inclusive of GST.</li></ul>
<b>Changes to your plan</b>	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

<b>Access to Usage Information Billing Charges</b>	To access your call usage, please contact us by emailing <a href="mailto:customerservice@nowtechnologies.com.au">customerservice@nowtechnologies.com.au</a>
<b>Customer Service Contact Details</b>	<b>Phone</b> 1300 851 993   <b>Email</b> <a href="mailto:customerservice@nowtechnologies.com.au">customerservice@nowtechnologies.com.au</a> Opening Hours: 8am - 7pm If you need to contact us out of hours, calls us and leave a voicemail message or email us at <a href="mailto:customer-service@nowtechnologies.com.au">customer-service@nowtechnologies.com.au</a>
<b>How to Access our Complaints Handling Process</b>	If you are dissatisfied with any aspect of our service and you wish to make a complaint, you can access our complaints policy at <a href="http://www.nowtechnologies.com.au">www.nowtechnologies.com.au</a>
<b>TIO Contact Details</b>	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 <a href="https://www.tio.com.au/contact-us">https:// www.tio.com.au/contact-us</a>

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