

CRITICAL INFORMATION SUMMARY: **nbn™ – Fibre to the Node (FTTN)**

Information about the Service

Uniscope Communications offers high quality internet connections via **nbn™**'s Fibre to the Node (FTTN) network. Fibre to the Node will typically be available to any premises in a major metropolitan area where **nbn™** Fibre to the Premises (FTTP), **nbn™** Cable (HFC), **nbn™** Fibre to the Distribution Point (FTTC) or **nbn™** Fibre to the Basement (FTTB) are not available. For specific details on what kind of service is available in your area, you can look up your address at www.nbn.com.au.

All Uniscope Communications' **nbn™** plans come with unlimited downloads/uploads and a static IP address. All prices quoted on the website include GST.

Requirements and Availability

Availability of an **nbn™** FTTN service to your premises is subject to ordering and qualification checks performed by Uniscope Communications when you place an order for the service, and you will be advised of the status of the order accordingly during the process. If **nbn™** FTTN is not available, we will offer you a suitable alternative product where possible.

Customers are required to supply their own modem to use with their **nbn™** FTTN Connection. Uniscope Communications does not supply routers, but our staff are contactable for up to date recommendations. Please note these recommendations do not constitute any guarantee(s) regarding the recommended equipment. Any modem used for connecting to an **nbn™** FTTN service must be VDSL2 capable, and the modem must comply with the "ITU G.993.5" (Vectoring) standard. Please consult the specification data-sheet for your modem to see if it is compliant with these standards.

nbn™ FTTN connection speeds are heavily dependent on the condition of your phone-line, and your distance from the **nbn™** Node that provides the connection. The speed of your plan indicates the absolute maximum speed your connection can achieve, and is not a guarantee that your connection will achieve that speed. In cases where you are getting sync speeds below the maximum speed of a lower-tier plan, it is important that you report the issue to us so we can migrate you onto the lower cost plan.

It is important to be aware of certain factors that can negatively influence the perceived performance and reliability of your **nbn™** FTTN service, such as:

- Noise and/or line faults on the copper phone-line providing the FTTN service.
- Congestion on the **nbn™** Network.
- Congestion outside of the Uniscope network (e.g. An overloaded website, overloaded video streaming service, etc.).
- Performance limitations of the devices using the **nbn™** FTTN service (e.g. Mobile phone, tablet, PC, Router, etc.).

Minimum Term

All Uniscope Communications' **nbn™** Fixed Line services have a fixed minimum term of 12 months, except for the **NBN™** Unlimited 1 plan, which has no fixed contract length.

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Information about Pricing

Monthly Charges

Plan Name	Monthly Fee	Total Minimum Price (inc. standard setup)
NBN™ Unlimited 1	\$69.95	\$139.90
NBN™ Unlimited 2	\$79.95	\$979.40
NBN™ Unlimited 3	\$94.95	\$1,159.40
NBN™ Unlimited 4	\$119.95	\$1,459.40

Installation and Setup Fees

Contract Term	Standard Install
0 Months (NBN™ Unlimited 1 plan only)	\$69.95
12 Months	\$20

Standard Installation does not cover the “**nbn™** New Development” fee, which is a one off \$300 payment (including GST) that **nbn™** charge for new delivering a service to a new development for the first time. You will be advised before your order is accepted if your connection does not meet the criteria for a Standard Install.

Cancellation Fees

The cancellation fee for all **nbn™** FTTN services is the remaining value of the full contract term at the time of cancellation.

Other Information

Usage Information

Please contact us for usage information regarding your connection (refer to Customer service details).

Customer service details

For all support/sales/accounts enquiries please ring 1300 000 864 or email support@uniscope.com.au . Support hours are from 6AM AWST – 5PM AWST, or during critical outages.

Dispute Resolution

For all disputes relating to your service, refer to the following complaints process as documented on our website at www.uniscope.com.au/information. If you are unsatisfied with the outcome after following the complaint handling process, you can contact the Telecommunications Industry Ombudsman at 1800 062 058 or by visiting www.tio.com.au/making-a-complaint, for independent mediation.