

# NBN Fact Sheet

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## NBN Services Key Fact Sheet (FTTN FTTB FTTC HFC)

**Speed Performance:** For connection under FTTB/N/C, your speeds are affected by the length and quality of the copper used by NBN Co. It may also be affected by the quality and age of modem/router used and your devices, electrical and Wi-Fi interference from other Wi-Fi devices nearby (like security camera or cordless phones), other Wi-Fi devices connected at the same time and number of people using the network at the same time. This can be improve by connecting devices via ethernet cable or placing the modem in an obstructed area. We also advise that you use hardware with technical specification suitable for your NBN plan. You may also manage your household usage accordingly for better speed connection.

**Power Failure:** During a power failure, NBN won't work unless you have FTTP connection with an NBN battery backup power supply unit installed and working.

**Medical and Security Alarm Services:** Before switching to NBN, please contact your alarm provider to assess whether your alarm is compatible with an NBN service and identify available alternatives by contacting your alarm supplier if your alarm services are not compatible.

# Terms and Condition

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## Terms and Condition

### **Acceptance**

The client accepts these Terms and conditions as well as our Privacy Policy, Acceptable Use Policy and any relevant Service Agreement

The client acknowledges and agrees that they will receive email from Blutone Technologies regarding their service, company updates and any special offers / promotions

### **Terms**

The client agrees to a month to month contract term for Services unless otherwise stated in the product or service offering or otherwise agreed in writing. The month to month contract for services is automatically renewed each month in perpetuity subject to written cancellation by the client.

Monthly services are established as part, thereof, signifying the beginning of a new month demotes commitment until the end of that monthly period

A 30 day notice

All services are designed for use by a single dedicated client and are not to be used in situations such as data centers, hospitals, hotels, schools, apartments or public Wi-Fi. Please speak to Blutone Technologies sales for pricing on multi customer use services.

All services are designed for general internal access only and carry a standard / low class of service.

Should a higher class of service be required please speak to Blutone Technologies Sales

- ADSL2+ (All areas except NT & FNQ)
- NBN TC4 (All except NT, FNQ & Geraldton)
- NBN TC2 (Not available in TAS, NT, WA, FNQ)

Fixed Point Wireless is always subject to service qualification. Some sites may require physical inspection to ensure line of site with radio towers as such pricing should be considered indicative only until a formal quote has been provided. Additional charges pay apply for complex installations.

Service Level Rebates are only available for NBN TC2, NBN Enterprise Ethernet and Telstra Fibre. It is recommended all businesses use a failover service regardless of if they carry an SLA.

For all scenarios where the Subsequent Install Charge does not apply, only the standard Install charge will apply.

NBN New Development Charge apply to the first order submitted and completed on or after 1st April 2016 for an NBN service at a new development location serviced by NBN.

When there is an inflight order on a location that is "New Development", a new order on the same location will still be charged. Customer must wait for the inflight order to complete so that NBNC0 can mark it as not "New Development".

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Self Install means Hosted Network sends out a pre-configured CPE to the customer and customer installs the equipment themselves.

Pricing is based on average CVC / Backhaul usage; Blutone Technologies reserves the right to alter fees by \$18.00 per additional Mbps of average utilisation

Professional Installation responsible only to use existing cable to first outlet.

TC4 Speeds above 100/40 are only available on Fibre to the Premise (FTTP).

TC4 services are not considered business grade and carry no SLA. While Hosted Networks contention of its network is designed to be low, we cannot control equipment or contention within the NBN network - therefore all TC4 are considered best effort.

Speed availability subject to qualification due to differences in local infrastructure.

TC2 services require a router that can handle the TC2 tags. It is recommended a suitable router be used such as an Enterprise Router from the Routers / CPE section of this pricebook.

TC2 Not available on HFC or Fixed Point Wireless NBN.

TC2 Speeds above 20/20 are only available on Fibre to the Premise (FTTP).