

Critical Information Summary



Capti FTTB

This summary does not include any promotional offers, discounts, or price alterations that may occur on occasion.

Information about pricing

Plan	Essentials 25/10	Advantage 50/20	Performance 100/40M	UltraFast 250/50M	HyperFast MAX/50M
Typical Evening Speeds [^]	25/9 Mbps	50/15 Mbps	92/25 Mbps	220/48 Mbps	720/48 Mbps
Monthly Charge	\$59.99	\$64.99	\$69.99	\$84.99	\$99.99
Monthly Data Quota	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Activation Charge					
0 Month plan	\$99	\$99	\$99	\$99	\$99
12 Month plan	\$0	\$0	\$0	\$0	\$0
Total Minimum Cost					
0 Month plan*	\$158.99	\$168.99	\$173.99	\$183.99	\$198.99
12 Month plan*	\$719.88	\$839.88	\$899.88	\$1019.88	\$1199.88

* The total minimum cost does not take into account any (if any) Discount or Promotion Offer effective at time of Plan sign-up. See any Discount or Promotion Offer on Capti website: Capti Terms and Conditions.

[^] Typical Evening Speeds are based on the download speed test results of existing customers between 7pm and 11pm and are subject to change. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Capti does not monitor or maintain. WiFi connected devices may have slower speeds than Ethernet connected devices.

Service Description

Capti FTTB is a high-speed broadband service that utilizes fibre optic and other network equipment installed in the basement of multi-dwelling buildings. It delivers internet connectivity to the Network Boundary Point at your premises using existing wires within the building. Capti FTTB Includes Unlimited Internet Access.

Availability

Capti FTTB is available only in selected buildings. To check for availability, please use the address checker at www.capti.com.au

FTTB Speeds

Typical evening download speed is measured between 7pm and 11pm. Typical evening upload speed is estimated by reference to the maximum upload speed for the plan. Actual throughput speeds may be slower and could vary due to various factors including interference, customer cabling and equipment, download source, and quality and distance of in-building copper. The speed tier reflects the maximum possible off peak download speed and you should refer to the typical evening speed as a more accurate indication of likely experience.

Customer Equipment Required

You need a compatible modem/router to connect your devices to Capti FTTB service. The type of modem will depend on the plan you choose, For 25/10, 50/20 and 100/40 plans you will need a VDSL2+ modem, for

250/40 and MAX/40 plans, you will need a eWAN router (as a NTU will be provided). You have the option to supply your own router, or you can purchase a compatible Wi-Fi Modem Router from Capti.

Non-commercial purposes:

The service is for residential consumers and used for personal or domestic purposes only.

Billing

The service is prepaid, and bills are not issued. A monthly invoice will be generated for your records, accessible through online at myaccount.capti.com.au. By acquiring and using the service, you agree to the automatic direct debit of your monthly service from your nominated credit card.

Service Level

A best-efforts Service Level applies for fault resolution on Capti FTTB plans.

CSG

The standard Monthly Charge and Setup pricing stated in the Information about Pricing section are based on new customers agreeing to waive the Customer Service Guarantee (CSG).

Voice Calls

Your Capti FTTB service will not work during a power outage. This means that you will not be able to make

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any calls using a service which relies on an active internet service to work (such as VoIP).

Free Activation:

Where advertised as free, the Capti plan activation fee only is free. Depending on the service ordered, there may be additional up-front charges which are not free and will be charged as per our Terms of Use. These charges include, but are not limited to, charges such as New Development Fees, Subsequent installation fees, Equipment Charges such as Modems, and Missed Appointment Fees.

Cancellation Fee – 12-month Contract Term:

A Cancellation Fee will apply if you cancel your Broadband service within the minimum contract term. The Cancellation Fee is calculated as: the remaining months in the contract term x \$20. You may cancel your service at any time by giving Capti thirty (30) days' written notice (including if you do not wish to continue to use the service after the end of the minimum term of a Fixed-Term Agreement).

Payment

Acceptable payment method is Auto-Debit from a Credit/Debit card (Visa or MasterCard only). Capti does not accept Cheque payments, or Bank Deposits or Bank Direct Debit.

IP Address and CGNAT

Your IP address will default to using CGNAT. Capti do not offer the ability to opt out of CGNAT. A single Static IP address is available upon request for an additional \$10 monthly fee.

Overdue Accounts

If your account is overdue and payment is not made by the due date, a late fee of \$10 will be applied. If the overdue amount and the late fee are not paid after being notified, Capti may suspend or restrict your Broadband Service(s).

Network Boundary Point & Installation Notes

To connect Capti FTTB at your address, a technician appointment is required. In some cases, Capti may also provide a Network Termination Unit (NTU) depending on your building. On the day of installation, you or an authorized person who is at least 18 years old must be present at home for the technician visit. Once you have placed your order will notify you of the installation appointment's date and time.

On the date of the installation, a technician will arrive at the Main Distribution Frame in the customer's

building and connect the copper pair cable from the customer's side (MDF "B") to the Capti FTTB equipment (MDF "A"). The technician will make sure the supplied equipment between customer's premises and the Capti FTTB head end equipment is connected correctly before the service can be marked as active. Capti's responsibility and demarcation point is the Main Distribution Frame (MDF). Capti is not responsible for the in-building cabling.

After the Capti FTTB service is activated, if you currently have any other services such as phone or internet at your premises, you need to contact your current provider to cancel those services. This step ensures that you won't receive any additional bills. We recommend checking with your current phone and/or internet service provider about any contractual commitments and termination/disconnection fees associated with your current services. Capti is not responsible for these charges. If you are porting your existing phone number to Capti, please refrain from cancelling your phone service until the number has been successfully ported.

Complaints

If you are not happy with your service, you can follow our dispute resolution process. More details are available in our Complaints Handling Policy which is accessible at Capti.com.au/legal

Ombudsman

If you are still not happy with the outcome of your complaint after following our dispute resolution process, you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation.

Sales Team

Contact our Sales Team on 1800 022 784 for more information about your service and to order. This is a summary only – the full legal terms for broadband services are available at Capti.com.au/legal