

Fast Fibre



Description

FTG's fibre is a symmetrical fibre business internet service that delivers speeds of 400 to 1000 Mbps handed off as Ethernet. We require 30 days advance written notice to cancel this service.

This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload/download) and is always subject to our [Acceptable Use policy](#).

Hardware

You will need a gigabit router to handle the 400 to 1000 Mbps upload/download speeds. We recommend you contact your IT service provider to find a suitable router. We do not provide support for hardware purchased from other vendors.

Minimum term

This service is available either as either 24-, 36-, or 48-month term. When your contract expires, your service will automatically roll-over to a month-to-month basis. We require 30 days advance written notice to terminate your service.

Cancellations

We require 30 days advance written notice to cancel this service.

Inclusion

Static IP address

One static IP address is included with this service.

Installation

The Technician will only have access until the network boundary and will only install the Network Terminating Unit (NTU). Your IT service provider will be responsible for installing the rest of your devices (cabling, firewall, switches and routers).

Exclusions

Additional infrastructure

The Technician will not install any cabling between the MDF and the Internal Distribution Frame (IDF) and will not supply or install any router / firewall / network cabling / other equipment.

Relocation of existing FTG Fibre service

You must provide 40 business days advance written notice with details of the new service address. If still in contract, an ETC will apply for the old service along with additional relocation fees. See applicable charges below.

RELOCATION TYPE	FEE
Relocation to a new building on the same access network	\$4400*
Relocation within the same building	POA**
Relocations to a new building on a different access network	Not Supported

*This fee does not apply if you are in the final 3 months of your contract. The setup fee, early termination fee, and a relocation charge will still apply.

**Relocation charges vary depending on factors such as remaining contract length, service build requirements at the new location, and engineering fees. A comprehensive quote will be provided upon application.

Any relocation will result in the customer having to pay for a setup fee for the new location, early termination fee, and relocation charge.

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualification

Availability

This service is available in over 1,000 premises (and is growing). Contact our Sales team on 131 384 (131 FTG) to determine the service availability at your location.

Installation

A technician will need to attend your premises to install this product; they do require access inside the property. The technician may need to attend more than once. You will not be charged for these site visits, unless you change a scheduled appointment. FTG is not responsible for these charges as they are imposed by a third-party supplier:

You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)

Fast Fibre



Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket whichever comes first
Supply a suitable installation location (i.e. communications rack or server rack for the service)
Inform us if a site induction for the Technician is required

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Your minimum monthly charge depends on your plan and whether you choose to pay setup (installation) costs upfront or monthly.

Plan	Set up Charge	Minimum monthly charge	Total minimum cost
Fibre 400 24	\$0	\$795	\$19080
Fibre 1000 24		\$1199	\$28776
Fibre 1000 36		\$1099	\$39564
Fibre 1000 48		\$799	\$38352

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30-day notice to cancel your service.

Plan upgrades and downgrades

Plan upgrades and downgrades are not available, and do not apply for this service.

Early termination charge

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term.

Contract term	Total minimum cost
Fibre 400 24	\$19080
Fibre 1000 24	\$28776
Fibre 1000 36	\$39564
Fibre 1000 48	\$38352

Cancellation prior to order completion

Orders cancelled or withdrawn prior to notification of service completion incur charges..

Status	Cancellation Charge
Logical build not yet commenced	\$150
Logical build commenced and physical	\$450
Physical build commenced	\$4400

Additional charges may apply

Additional fees and charges may apply.

Enquiries, feedback, technical support, and complaints

Our expert Customer Care team is here to help.

FTG contact details	
Phone	131 384
Email	admin@ftg.com.au
Website	ftg.com.au

Telecommunications Industry Ombudsman (TIO)

Please contact us first if you experience any problem or are unhappy with our service. We'll do our best to solve your problem. Note that the TIO are free of charge.

TIO contact details	
Phone	1800 062 058
Fax	1800 630 614
Website	http://www.tio.com.au/complaints

MS Teams Calling

This is only a summary. To see full product details [click here](#)

INFORMATION ABOUT THIS SERVICE

Microsoft Teams is a full-featured business phone system that delivers basic telephony and enterprise-grade features over the internet. Our plan which allows you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our [Acceptable Use Policy](#).

Hardware

We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through Alltel.

Minimum term

There is a one-month minimum term for this service, and we require 30 days advance written notice of cancellation.

Inclusion

Along with basic telephony, your hosted phone service comes with a set of features. These may vary, depending on the plan selected.

Call forwarding

Redirect calls to an alternate number whenever you're unavailable (based on specific conditions).

Exclusions

Professionally-recorded greeting

Greet callers with a professionally-recorded message before the call is connected to you. Pricing starts at \$95 (for up to 30 words).

Number transfers

Number porting charges may apply to transfer existing phone numbers (regular landlines/VoIP) to use with this service.

You will need a suitable high-speed internet connection capable of 100 / 100 Kbps throughput speeds per active call.

Emergency services

SmartConnect may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

*Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our [Acceptable Use Policy](#).

*Calls made from group services (i.e. call centres, IVRs, Hunt groups, inbound services (1300/1800)) are charged separately according to the group service call pack. Group service call packs are always PAYG.

INFORMATION ABOUT PRICING

All prices exclude GST.

Setup charges & call rates

Domestic

Call rates are quoted per minute and billed pro-rata in 1 second

increments. No flagfall or call connection charge.

Plan	Teams Unlimited
Subscription cost (per user/per month)	\$59
Minimum monthly charge	\$59
Setup cost (per account)	\$499
Hosting DIDs	\$1.99 per DID
*Unlimited Domestic call rates (per call)	
Local/National	Free
13/1300	30c
Mobile	Free
FTG to FTG calls (same account)	Free
Timed domestic call rates (per minute)	
Calls to mobiles	Free

International

Call rates are quoted and billed in per second. Calls to international numbers are billed at 15c flagfall cost.

MS Teams Calling



Early termination charge

There are no early termination charges for this service

Cancellation

We require 30 days advance written notice to cancel this service

Porting/transfer fees

The following number porting charges apply if you want to transfer existing phone numbers (regular landlines or VoIP) to FTG.

Classification	Charge
CAT A	\$69
CAT C	\$399
Withdrawn port request	\$99

OTHER INFORMATION

Managing your service, including usage information

Log in to FTG's customer portal at ftg.com.au, any time to view your services, track your usage, access reports, and access your bills.

Call Recording

It is a legal requirement that you inform callers before they are recorded that you will be recording the phone call so that the caller can either end the call or else ask to be transferred to another line where recording does not take place. The caller must be given sufficient opportunity to do so, otherwise the call must not proceed.

Enquiries, feedback, technical support, and complaints

Our expert Customer Care team is here to help.

FTG contact details

Phone	131 384
Email	admin@ftg.com.au
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TIO contact details

Phone	1800 062 058
Fax	1800 630 614
Website	http://www.tio.com.au/complaints

INFORMATION ABOUT THIS SERVICE

Description

FTG's NBN™ is an asymmetrical high speed broadband internet for your business provided over the National Broadband Network (NBN™). This is an unlimited internet service (i.e. there is no restriction on the amount of data you upload / download) and is always subject to our [Acceptable Use Policy](#).

Hardware

You will need an NBN compatible router. We recommend you contact your IT service provider to find a suitable router. We do not provide support for hardware purchased from vendors.

Minimum term

There is a 12-month minimum contract term. When your contract expires, your service will automatically roll-over to a month-to-month basis. We require 30 days advance written notice to terminate your service.

Inclusion

Static IP address

One static IP address is included with this service.

Installation

The first installation of NBN™ at a premises is free (new copper pairs not included). A technician will need to attend your premises to install this product; they may require access inside the property. More than one visit may be required. You will not be charged for these site visits, unless you change a scheduled appointment. FTG is not responsible for these charges as they are imposed by a third-party supplier.

Exclusions

Additional infrastructure

The Technician will not: Install any cabling between the MDF and the Internal Distribution Frame (IDF) and will not supply or install any router / firewall / network cabling / other equipment.

Hardware

Hardware is not included with this service. We do not provide support for hardware purchased from other vendors.

New Copper Pairs

The cost of new copper pairs are not included with this service. This costs \$450 ex GST and may only be applicable for new addresses.

Relocation of existing FTG NBN™ service

We require 40 business days advance written notice with details of the address you wish to move your service to (fees apply).

- If your service is within contract: Relocation fee, Early Termination Charge & Set up fee (if applicable based on new plan selected)
- If your service is out of contract: Relocation fee & Set up fee (if applicable based on new plan selected)

We cannot guarantee that we will be able to provide this service (or a similar service) at your new location. If you move to a location where this service is not available, you will be required to pay the Early Termination Charge listed in this CIS.

Qualifications

Availability

Availability of this product depends on whether NBN co has rolled out NBN™ in your area. Check the NBN™ rollout map or contact our Sales team on 131 384 (131 FTG).

Speed

Your estimated speeds will depend on the plan you choose

Plan	Download speed (typical business hours)*	Upload speed (typical business hours)*
NBN Enterprise	90 Mbps	33 Mbps

*AFTTN/B speeds to be confirmed when active. Typical Business Hours Speed indicates download speed and is measured between 9am-5pm, Monday to Friday. Speed levels depend on several factors and may be slower than the typical speed here. These factors include hardware/software configuration, source and type of content downloaded, connection cable type, the number of users, route to host destination setup, and performance of infrastructure not supplied, operated or maintained by FTG.

Installation

A technician may need to visit the premises to complete installation of the service. You must:

- Provide the correct service address
- Supply power for the Network Termination Unit (NTU)
- Ensure safe entry for the Technician to access the Main Distribution Frame (MDF) or Socket – whichever comes first
- Inform us if a site induction for the Technician is required

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum monthly charge

Minimum monthly charges vary, depending on the selected plan.

Classification	Charge
Contract term	36
Minimum monthly charge	\$150 ex GST
Total minimum cost	\$5400

When a contract expires, the service automatically rolls over to a month-to-month basis. We require a 30 day notice to cancel your service

Plan upgrades and downgrades

All requests are subject to FTG's standard procedure of service qualification and installation costs (if any).

Plan upgrades are available for NBN services. All will be processed at the beginning of the next calendar month, and your contract will remain the same.

Downgrades are not applicable for this service while in contract.

Withdrawal

You will be charged \$400 (ex GST) should you decide to withdraw the order after a port/IP address has been allocated for it.

Early termination charge

Cancellations made before the end of your contract term incur a cancellation charge equal to the balance of the remaining months left on your contract term.

Plan	Maximum early termination charge
NBN Enterprise	\$5400

Additional charges may apply

Additional fees and charges may apply.

OTHER INFORMATION**Enquiries, feedback, technical support, and complaints**

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HOSTED PBX PHONE SYSTEM



This is only a summary. To see full product details [click here](#)

INFORMATION ABOUT THIS SERVICE

Description

FTG hosted PBX phone system is a full-featured business phone system that delivers basic telephony and enterprise-grade features over the internet. Choose from plans which allow you to make unlimited calls to local, national and mobile numbers in Australia. All users on an account must be on the same plan (either standard or unlimited). All unlimited plans are subject to our [Acceptable Use Policy](#).

Hardware

We offer a range of telephone handsets for purchase that are not network locked. We do not provide support for hardware purchased from other vendors, and we cannot guarantee the operation and compatibility of phones not purchased through FTG.

Minimum term

There is a 12-month minimum term for this service, and we require 30 days' advance written notice of cancellation.

Inclusion

Along with basic telephony, your hosted phone service comes with a set of features. These may vary, depending on the plan selected.

Direct In Dial Number ("DID")

Each service is assigned 1 DID that customers use to call your business. More DIDs can be purchased for \$2.50 each/pm ex GST.

Voice2Email ("V2E")

Receive sound files of your voicemails via email

Call forwarding

Redirect calls to an alternate number whenever you're unavailable (based on specific conditions).

Exclusions

Professionally-recorded greeting

Greet callers with a professionally-recorded message before the call is connected to you. Pricing starts at \$85 (for up to 20 words).

Number transfers

Number porting charges may apply to transfer existing phone numbers (regular landlines/VoIP) to use with this service.

Qualifications

Internet access

You will need a suitable high-speed internet connection capable of 100 / 100 Kbps throughput speeds per active call.

Emergency services

SmartConnect may not be appropriate if you require uninterrupted access to 000 or other emergency services. The service will not function in the event of a power failure. Priority Assistance is also not available on this service.

INFORMATION ABOUT PRICING

All prices exclude GST.

Minimum charges

Your minimum charge for a 12-month plan is \$779.40

Plan	Monthly fee (per account)	Subscription Cost (per user)	Minimum monthly charge
Unlimited	\$39	\$25.95	\$64.95
Term	12 months	Min \$779.40	

*Minimum monthly charges are calculated based on 1 account with 1 user.

Plan upgrades and downgrades

Switch plans for the exact same service, anytime for free. Upgrades and downgrades will be processed at the beginning of the next calendar month.

Early termination charge

Early termination is calculated by remaining months multiplied by monthly charge

Cancellations

We require 30 days' advance written notice to cancel this service.

Setup charges & call rates

Domestic

Call rates are quoted per minute and billed pro-rata in 1 second increments. No flagfall or call connection charge.

Plan	Unlimited Plan
Setup up charge	\$499
*Unlimited Domestic call rates (per call)	
Local/National	Free
13/1300	30c
FTG to FTG calls (same account)	Free
Timed domestic call rates (per minute)	
Calls to mobiles	Free

* Unlimited calls apply to local, national, and mobile calls only. All unlimited plans are subject to our [Acceptable Use policy](#).

*Calls made from group services (i.e. Call centres, IVRs, Hunt groups, inbound services (1300/1800)) are charged separately according to the group service call pack. Group service call packs are always PAYG.

International

Call rates are quoted and billed in per second. Calls to international numbers are billed a 15c flagfall cost. Please refer to the [international call rates](#).

Porting / transfer fees

The following number porting charges apply if you want to transfer existing phone numbers (regular landlines or VoIP) to FTG.

Classification	Charge
CAT A	\$69
CAT C	\$399
Withdrawn port request	\$99

Additional charges may apply

Additional fees and charges may apply.

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Log in to FTG's customer portal ftg.com.au, at any time to view your services, track your usage, access reports, and access your bills.

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