

Gigabit internet is around the corner

Proposal to install gigabit internet
in your building

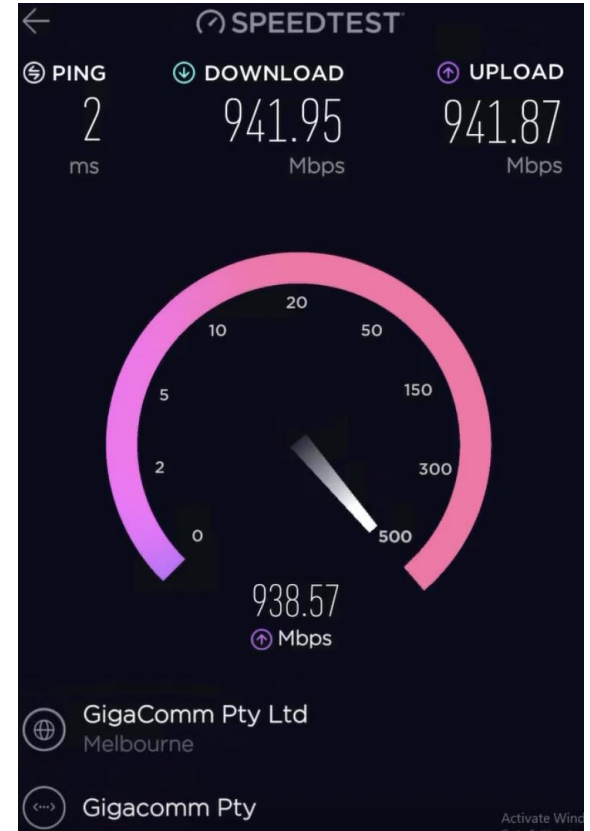
Residential | August 2022 | Private & Confidential

Who are we?

GigaComm was founded in 2018 to bring faster internet speeds to homes and businesses being left behind by the NBN rollout.

- In an increasingly digitally connected world, we believe Australians should have the speeds they need to work, play, stream, game and do all the things they need to do online.
- Our building-to-building wireless technology enables connected premises with up to 1Gbps of symmetrical download and upload speeds.
- That's up to twenty times the maximum download speed that a NBN 50/20Mbps service on FTTN can reach.

Find out more about us at www.gigacomm.net.au



“Initially I was sceptical, but the speed and latency has been as advertised. Fastest internet speeds I have ever had the pleasure of using.”

John, Chatswood

February 2021

Value to your Residents

Speed

Access to next level speeds with plans up to 1Gbps.

Whether residents are uploading or downloading files, watching, or sharing videos or accessing content, they can do the things they need to do in a matter of seconds, not minutes.

Reliability

Business grade reliability with a network that only gets stronger, not slower with every new connection.

Network diversity ensures most buildings have multiple paths to the internet, providing high levels of resiliency.

Support

We have designed, own and manage our end-to-end network. There is no buck passing or multiple handoffs when you do need us.

We are Australian owned with 100% local customer and technical support available via phone, email or live chat.

Our plans compared to our competitors

FTTx 200	FTTx 400	FTTx Gigabit
200/50 Mbps Download/Upload	400/50 Mbps Download/Upload	1000/50 Mbps Download/Upload
Unlimited data	Unlimited data	Unlimited data
\$79p/m	\$149p/m	\$169p/m
Optional Upload+ pack (+50 Mbps upload - \$20p/m)		

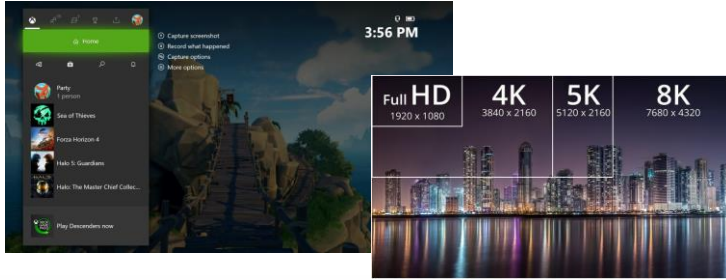


Family	Premium Internet	NBN 100
100/20Mbps*	100/20Mbps*	100/20Mbps*
Unlimited data	Unlimited data	Unlimited data
\$99p/m	\$110p/m	\$90p/m

*Some FTTN premises are limited to NBN 50/20

Why residents love GigaComm

NEXT LEVEL
INTERNETTING



Gigabit Downloads

High resolution sport and movies in every room

Get the most out of your 4K TV or home cinema setup. Stream movies and live sport in the highest resolution available to every room in your home. No more buffering or interruptions, even once 8K becomes the norm.

Work from home for everyone

Run multiple work-from-home setups simultaneously and get lightning-fast downloads. From high resolution photos and marketing materials to large data sets and CAD files.

Lag-free gaming and fast updates

Our network's lower latency and jitter will help in-game performance. Our gigabit plan ensures Steam, PlayStation and Xbox game downloads, which can be as large as 50gb, are done in a flash.

High Speed Uploads

Reliable HD video calling

High upload speeds and low jitter mean all video calls on Microsoft Teams and Zoom run at their highest resolution and don't suffer from drop-outs.

Fast cloud back up and 'always on' syncing

Make sure that your photos and important documents are always backed up to the cloud in real-time. Platforms like Google Photos, iCloud, Microsoft OneDrive will all feel faster when backing up and syncing.

Seamless and uninterrupted content creation

Content creators need fast uploads when publishing to sites like YouTube or live streaming on sites like Facebook. Experience fast uploads and fewer interruptions with our high upload bandwidth.

Value to your Building

\$0 cost to building

Does not impact existing internet services in the building.

Enhances property valuations and rental returns.

Enable HD Security and IoT sensors / controls.

Maintenance and insurance covered by GigaComm – quality installation and no damage to property.

Dedicated Relationship Manager

Each building within our network is assigned their own dedicated relationship manager. This is a direct point of contact with the GigaComm team.

They will be available to both OCs and building managers for assistance in both service delivery and marketing.

Optional Extras

Free Gigabit internet for your Building Managers office and other common areas such as theatre rooms/gyms/meeting rooms etc.

Partnership Agreement for Marketing Access

- Ongoing % Of Retail Revenue
- Fixed Fees for marketing activities

“Not only is the internet technology great but excellent onboarding support from the service and delivery team on how to set up a private and public network.”

Andrew, Pyrmont

April 2021

Our process from here to gigabit speeds

Step 1 Initial contact	Step 2 Consultation and early design	Step 3 Final design and notice of works	Step 4 Build	Step 5 First customers
<ul style="list-style-type: none"> • High level proposal document to Owners Representative • Notice to Survey issued 	<ul style="list-style-type: none"> • Proposal contact, questions clarified, site access info • Telecommunications survey of building/s 	<ul style="list-style-type: none"> • Detailed Design prepared • Notice to Install issued • Proposal contact, questions clarified, site access info confirmed 	<ul style="list-style-type: none"> • Equipment Installation from our experienced technicians • Post installation GigaComm Quality Check 	<ul style="list-style-type: none"> • GigaComm contact with Authorised Representative • Residents supplied with information and FAQs about GigaComm • Owners & Tenants invited to sign up to GigaComm Internet

We work with you at each and every step from initial contact to delivering reliable, ultra-fast internet to your residents.

What our installation looks like



Tripod Mount



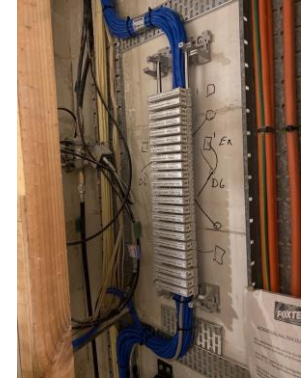
Wall mount



DPU type 1



DPU type 2



GigaComm Krone Blocks



GigaComm Cabinet

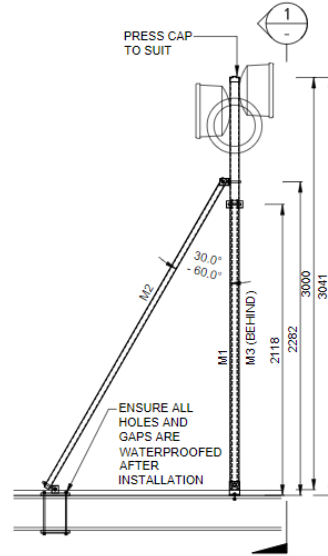


GigaComm Rooftop Wallbox

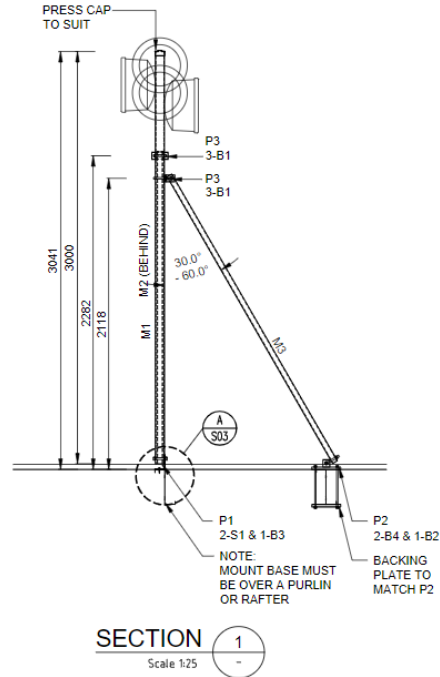
Installation is completed by our experienced technicians. They adhere to professional standards, are neat and tidy, and the equipment installed is low impact and non-disruptive. Our installers and our equipment will not cause any damage to common property.

*Installed to Australian standards

What our installation looks like



ANTENNA MOUNT ELEVATION
Scale 1:25



SECTION 1
Scale 1:25

METAL FRAMED ROOF MOUNT

How your residents connect at home



Plugs into your existing wall socket

The GigaComm supplied Network Termination Device (NTD) plugs into the same wall socket your residents use today with their existing ISP.

We also supply our standard Wi-Fi modem, but they can plug their own into the GigaComm NTD if preferred.



Intelligent and self-optimising mesh Wi-Fi is available

For those who want to boost their in-home Wi-Fi coverage, experience and security we also offer our GigaComm Plume Wi-Fi as an option.

“The NBN was slow and too variable at peak times. The GigaComm service has been a complete game changer since the start. The speeds are highly consistent and at least 10x what we previously experienced. The installation and customer service journey has been terrific.”

*Tim, South Yarra
December 2021*

How long does the install in the building take?

For smaller buildings installation takes 5-10 business days working during business hours only. Larger buildings can take longer however we can scale our workforce to ensure the works have as little impact to residents as possible.

If the building has specific requirements about power tools, a works plan can be submitted in advance to notify residents.

How much space does your hardware take up?

Low impact equipment has a very small footprint, most installations have a cabinet in the MDF or rooftop plant room which is about the size of a large microwave, and controller boxes in the riser cupboards similar in size a shoe box or existing network switches. The rooftop installation has a pole that is 3m tall and GigaComm do not install microwave dishes larger than 620mm.

Will this impact existing building services?

No, the system is design to run completely independently of existing ISP's (including the NBN) equipment and will not interfere with free to air TV or Foxtel services. Should in the unlikely event there be an issue with a building service after installation works is complete, please get in contact and GigaComm will investigate.

How much internal work is required?

GigaComm's network technology uses existing copper infrastructure to deliver services to customers over their existing wall socket. There is no invasive works into apartments with internal works confined to MDF/rooftop plant room and risers.

Who pays for maintenance?

As per our regulatory obligations, the upkeep and maintenance of the system is GigaComm's responsibility and at our cost.

Should a building notice that something appears to be requiring maintenance please reach out to us and we can come assess and if required make good.

GigaComm is happy to supply relevant completions documentation including photos and compliance certificates (electrical etc.) to the building for their records at the completion of works. GigaComm takes its responsibility to buildings seriously and want to ensure that the workmanship is of the highest quality.

Who builds the sites, and do they have insurance?

GigaComm employs Australia's leading telecommunications service providers to build and maintain our network. All contractors must have relevant licenses and insurances to complete work. Each contractor must complete a safe method work statement and daily prestart activities as part of insurance safety and compliance whilst working on site. Should the building require some of this documentation it can be provided upon request.

Is the equipment safe?

GigaComm's equipment is point to point radio and is not 5G mobile. There is no signal broadcast into people's apartments and the radio signal passes above human usable space before entering the building by a connecting optic fibre cable. Think of it like "pipes in the sky" but instead of water its information being passed between points. Further, the frequency of the equipment is such that it cannot penetrate solid material and is installed meeting Australian standards.

GigaComm can supply EME safety certificates of radio equipment for the building's records at request.

Our details

For Customers

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For Owners Representatives and Building Managers

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