

## Critical Information Summary - HOME nbn™ flex (Mar20)

HOME Home nbn™ 25	HOME Home nbn™ 50	HOME Home nbn™ 100
Standard nbn™ network capacity for everyday Internet use in the home or small office.	Standard nbn™ network capacity for everyday Internet use in the home or small office.	Standard nbn™ network capacity for everyday Internet use in the home or small office.
<b>Unlimited Data</b>	<b>Unlimited Data</b>	<b>Unlimited Data</b>
21.05Mbps Tested evening speed	43.65Mbps Tested evening speed	86.88Mbps Tested evening speed
1-3 People online at the same time on multiple devices	3-5 People online at the same time on multiple devices	5-8 People online at the same time on multiple devices
25/5 Mbps	50/20 Mbps	100/40 Mbps
flexiMAX 25-100 Mbps	flexiMAX 25-100 Mbps	flexiMAX 25-100 Mbps
Monthly 69.95	Monthly 79.95	Monthly 89.95
Min cost \$69.95	Min cost \$79.95	Min cost \$89.95

Actual speeds on FTTN/B technology type to be confirmed upon connection. Speeds are based on tests conducted between 7pm and 9pm.

### CONTRACT LENGHT

1 Month - Setup Cost \$0.00  
Minimum cost as indicated per plan.

### flexiMAX 25-100Mbps

flexiMAX Service Feature allows you to log into your account and change your speed instantly. You can migrate (change) to and from any month-to-month nbn™ Plan. Unlimited FREE changes are now included. Access fees charged pro-rata based on the plan selected and duration.

### Additional costs<sub>2</sub>

The following additional cost may apply:  
Transfer (churn) fee \$16.50  
New Development fee \$300  
Additional installations \$300  
Incorrect fault raised to the Carrier# \$199  
(#No fault on Carrier's network)  
Late cancellation or Missed appointment \$ 99  
Order withdrawal \$ 99

<sup>2</sup> NBN Co may impose other charges on FibreMax® not listed above pursuant to the NBN Co Wholesale Broadband Agreement. Where FibreMax® incurs those charges as a result of the services provided to you, we may pass through those charges and bill them to you.

### Other fees<sub>3</sub>

Failed Payment fee \$14.80  
Collection fees will be added in case of non-payment.

<sup>3</sup> In addition to your monthly access fees by FibreMax®  
All prices are inclusive of GST and charged in advanced.

### Cancellation

You can cancel your service at any time by calling our call centre. No cancellation term required.

### Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options

Your nbn service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier you're on, we'll send you an email with your speed results and options. You will be able to switch to a lower priced plan without charge or cancel your plan without charge.

## **Some factors impacting performance in the home**

Broadband speeds may vary due to:

- the website you're visiting, and their servers.
- Wi-Fi is less reliable than an Ethernet cable.
- the speed tier you are on.
- in-home wiring.
- network capacity and network traffic.
- the nbn technology type at your home, and where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

## **nbn Service and power outages**

Your nbn service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

For Fibre to the Premises (FTTP) connections, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service.

## **Medical/security alarms**

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

Remember to register with [nbn co's Medical Alarm Register](#).

We reserve the right to change any pricing and service specification by giving you a 30 days' notice of such change. A notification to your primary email address will be regarded as sufficient notice.

View FibreMax® [Terms and Conditions](#) online.