



Critical Information Summary- Family Safe nbn™ 12 Months Protection

FibreMax® Family Safe nbn™ is a simple and effective way to keep your family safe online. We offer a premium nbn™ service to families that value their privacy and want to control their household's internet access.

What is included?

Unlimited nbn™	All our nbn™ plans are UNLIMITED. This means you can watch movies and play games to your heart's content without worrying about going over your data allocation.
Unlimited Protection	Install our specialized security software on unlimited devices and register unlimited users (family members). This solution is powered by Kaspersky, the global leader in cybersecurity solutions and services.
Unlimited flexiMAX	Unlimited FREE changes are now included. You can change to and from any available nbn™ speed tier. Changes takes affect almost instantly and you only pay a pro-rata access fee based on the plan selected and duration.
Unlimited calls	FibreMAX®fone Home is included. Make unlimited free local, national and mobile calls. A powerful and flexible home phone solution that allows you to make calls using the internet. We can transfer your existing landline number, or we will allocate you a new number.

Our Speed Options

12/1 Mbps \$49.95	25/10 Mbps \$79	50/20 Mbps \$89	100/40 Mbps \$110
Min. cost of \$599.4 over 12 months.9.2 Mbps typical evening speed	Min. cost of \$948 over 12 months.21.05 Mbps typical evening speed	Min. cost of \$1068 over 12 months.43.65 Mbps typical evening speed	Min. cost of \$1320 over 12 months.89.89 Mbps typical evening speed

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

CONTRACT LENGHT

12 Months - Setup Cost \$0.00

Minimum cost as indicated at our speed options.

flexiMAX 12-100Mbps

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

Additional costs₂

The following additional cost may apply:

Transfer (churn) fee \$9.95

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

₂NBN 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 fees₃

Failed Payment fee \$14.80

Collection fees will be added in case of non-payment.

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

Cancellation

When you can cancel your service, the remaining term becomes payable. Cancellation requests can be made in the account portal using the Service Desk option. You will be notified of the remaining balance to be paid on cancellation of your service.

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 service does not include a battery backup power supply for either NBN's equipment or any customer equipment.

FibreMAX®fone

Your free phone service is based on the CIS for all FibreMAX®fone service [available online](#).

It is important to note that you won't be able to make or receive phone calls during a power outage, that includes calls to Emergency '000' services.

Priority Assistance

We do not offer Priority Assistance to phone service customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn™.

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

Customer service

Please log a service desk request via our [Accounts Portal](#). Alternatively, you can call 1300757013 for assistance with your service with FibreMax®. Check our website for our current hours.

Customer complaints

If you are not happy with your service, you can contact our complaint resolution area by calling us on 1300757013. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you're not happy with the outcome, you may also contact the **Telecommunications Industry Ombudsman** on 1800 062 058.

Changes

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.