Key Facts Sheet: NBN Services

- Business NBN Gold Coast plans, fixed wireless network

This fact sheet applies to Business NBN Gold Coast plans that are delivered over the nbn™ fixed wireless network. This infomation is provided to assist you in making an informed choice about our NBN services and prepare you for migration to the NBN. A Critical Information Summary as well as full Terms and Conditions are also available on our website www.onthenet.com.au/policies

Speed - How fast is it?

nbn25[1]
Speeds are variable[2]

Use - What can I do with it?

2-3 people
at the same time

✓ Emails & browsing

✓ Live chat & video calls

✗ Cloud applications

✗ HD video streaming

[1] This indicates the maximum possible speed (Mbps) that is available during off-peak periods.
[2] Actual speeds may be slower for a variety of reasons.

Technical limitations

- NBN services will not function during a power failure. You should consider having an alternative form of communication such as a mobile phone.

- Your speed or performance may be reduced by factors such as the standard of your in-building cabling, the quality of the router, electrical interference, or physical factors such as the distance between the router and Wi-Fi connected devices. Talk to us about what you can do to improve performance. For example, elevating your router above the ground may improve your speed as electrical objects such as a fridge can act as a damper. Visit www.onthenet.com.au/nbnspeeds for more information.

Medical alarms & Security systems

- Before ordering your NBN service, you should find out if any medical or security alarm services you want to use are compatible with an NBN service. If your medical or security alarm services are not compatible with an NBN service, you should identify what alternatives are available. You can do this by contacting the provider of your medical or security alarm service.

- It is recommended that you register your medical alarm service on the NBN Medical Alarm Register, which can be found on NBN Co's website www.nbnco.com.au

For everything internet, trust a local.

Quality
ISO 9001

Certified System