



Critical Information Summary

- Personal NBN Gold Coast plans, Fixed Line network

For everything internet, trust a local.

This summary provides important information regarding Personal NBN Gold Coast plans for services supplied via the NBN fixed line network. Full terms and conditions are available at www.onthenet.com.au/policies

Information About the Service

A Personal NBN service provides Internet access to the customer's premises. This product is available wherever access to the NBN fixed line network is available and is not required to be bundled with any other OntheNet product. Personal NBN Gold Coast plans are available within the Gold Coast region and some surrounding suburbs. The minimum contract term for is 1 month, unless a 24 month contract term is selected.

All orders are subject to a Service Qualification to confirm the premises can support the service. The selected speed tier is the maximum possible speed (Mbps) that is available during off-peak periods. FTTN/B/C speeds to be confirmed. Actual speeds may be slower for a variety of reasons. Refer to the NBN Key Facts Sheet for more information www.onthenet.com.au/policies

The monthly access fee includes a data allocation. If the data allocation is exceeded the service will be shaped to a slower speed until the next billing anniversary date (no excess usage charges). The service includes a dynamic IP address. A static IP address can be assigned for an additional cost. A single email mailbox is provided with each service and up to four additional mailboxes can be added for no extra cost. All charges must be paid by automatic deduction from a credit card.

A plan change may be requested at any time and will be effective immediately or on the next billing anniversary date, whichever is requested by the customer. A once off fee applies when changing to a plan with a different speed.

An NBN compatible modem/router is required in order to use the service. This can be supplied by OntheNet as an optional extra or you may choose to provide your own. The type of hardware you need depends on your location and the NBN technology. You must ensure the hardware chosen is appropriate and adequate for the intended purpose.

In FTTC, FTTP and HFC areas some equipment that is owned by NBN Co will need to be installed in your premises if it isn't already.

Internal cabling is the customer's responsibility and cost. Insufficient cabling beyond the network boundary point may delay provisioning of the service. The service will not function in the event of a power failure unless you install an Uninterruptible Power Supply (UPS) to provide power to all equipment associated with using the service.

For more information about speeds, installation and equipment requirements please visit www.onthenet.com.au/nbnotech

Information About Pricing

Monthly Charges - The monthly fee is determined by the plan selected and is payable in advance each month. If the data allocation is exceeded the service will be shaped (slowed) until the next billing anniversary date.

Establishment Fee - A \$69 establishment fee is applicable if a 1 month contract term is selected and is payable prior to the order being processed by OntheNet. This establishment fee is waived for customers that convert an existing OntheNet broadband service to a Personal NBN Gold Coast plan. There is no establishment fee with a 24 month contract term.

Installation charges may apply. If a non-standard installation is required the costs quoted by NBN Co will apply. If a new or inactive copper pair is to be activated or an additional NBN Connection Box is required a \$300 subsequent installation charge may apply. If it is the first NBN connection at a new development site a \$300 new developments charge will apply.

Speed Change Fee - A \$19 fee applies when changing to a plan with a different speed.

Early Termination Fee - If the service is cancelled prior to the contract end date an early termination fee will apply. The early termination fee is either \$160, or, the balance of the total remaining monthly access fees for the contract term, whichever is less.

If the service is successfully relocated to another address with OntheNet the early termination fee will be waived, provided the relocation occurs within 30 days. If the service is not relocated with OntheNet for any reason, including but not limited to, OntheNet being unable to deliver a service at a new location, any applicable early termination fee is payable in full.

Fibre Connect - If within 12 months of the Fibre Connect Order being completed, the Customer requests a plan change that does not meet the minimum speed tier requirement, or Cancellation of the Service occurs for any reason including Reconnection or Relocation, a once off \$180 Fibre Connect Cancellation Fee will apply, due and payable immediately. The Fibre Connect Cancellation Fee is independent of any other Cancellation Fee that may apply.

Billing - All invoices will be emailed as a PDF attachment. Mailing of paper invoices will attract a \$1.50 surcharge per invoice.

All prices include GST and are shown in AUD.

Personal NBN Gold Coast Plans - Fixed Line network				
Speed Tier	Data Allocation	Monthly Fee	Total Minimum Price	
			1 Month Contract	24 Month Contract
nbn12/1 11 Mbps typical download speed [^]	200 GB	\$59.95	\$128.95	\$1438.80
	Unlimited	\$69.95	\$138.95	\$1678.80
nbn50/20 50 Mbps typical download speed [^]	200 GB	\$69.95	\$138.95	\$1678.80
	Unlimited	\$79.95	\$148.95	\$1918.80
nbn100/40 95 Mbps typical download speed [^]	200 GB	\$89.95	\$158.95	\$2158.80
	Unlimited	\$99.95	\$168.95	\$2398.80
nbn250/25 Speeds are variable [^]	400 GB	\$109.95	\$178.95	\$2638.80
	Unlimited	\$149.95	\$218.95	\$3598.80
nbn1000/50 Speeds are variable [^]	400 GB	\$129.95	\$198.95	\$3118.80
	Unlimited	\$189.95	\$258.95	\$4558.80

- Gold Coast plans are only available within the Gold Coast region and some surrounding suburbs. Not all speed tiers are available in all locations.
- Downloads and uploads are counted towards the data allocation. If the data allocation is exceeded the service will be Shaped (slowed) to 1/1Mbps until the next billing anniversary date.
- The selected speed tier is the maximum possible speed (Mbps) that is available during off-peak periods. [^]The typical download speed is what the average customer can expect to receive during busy periods (7pm-11pm). OntheNet is unable to provide typical speeds for some plans. FTTN/B/C speeds to be confirmed. Actual speeds may be slower for a variety of reasons. For more information please visit www.onthenet.com.au/nbnspeeds
- NBN Key Facts Sheet available at www.onthenet.com.au/policies

Other Information

Usage - Details of your service and data usage can be viewed online via Toolbox <http://toolbox.onthenet.com.au>

Customer Service - Contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation www.onthenet.com.au/contact-us

Complaints and Disputes - If you are dissatisfied with the service you have received and wish to lodge a complaint please email feedback@onthenet.com.au or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available at www.onthenet.com.au/policies

Telecommunications Industry Ombudsman (TIO) - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at www.tio.com.au