



For everything internet, trust a local.

Critical Information Summary - Personal Xtreme FAB

This summary provides important information regarding OntheNet's Personal Xtreme Fibre Access Broadband (FAB) service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Personal Xtreme FAB services provide Internet access to the customer premises via a fibre optic network and are available in Queensland only. This product is not required to be bundled with any other OntheNet product.

The customer premises must have an Optical Network Termination (ONT) device installed and an active telephone service. All orders are subject to a Service Qualification to confirm the premises can support the FAB service. All speeds quoted are maximum theoretical speeds. OntheNet does not guarantee that the maximum speeds stated will be attainable in all cases.

The monthly access fee includes a data allocation split into peak and off-peak periods. If the data allocation is exceeded in either period the service will be shaped to a slower speed during that period 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 maximum speed.

Minimum Term - The minimum contract term is 12 months.

Hardware - In addition to the ONT, a compatible Ethernet router is required in order to use the service and is available for purchase from OntheNet as an optional extra. The customer must ensure the hardware chosen is appropriate and adequate for the intended purpose.

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 for the peak or off-peak period is exceeded the service will be shaped (slowed) during that period until the next billing anniversary date.

Personal Xtreme FAB Plans						
Maximum Speed (Download/ Upload)	Monthly Fee	Total Data Allocation (Downloads and Uploads)	Peak 6am to midnight AEST, 7 days	Off-peak Midnight to 6am AEST, 7 days	Shaping Speed (Download/ Upload)	Included Data Unit Price
8000/384 Kbps	\$39	200GB	50GB	150GB	256/256 Kbps	\$0.20/GB
30/1 Mbps	\$49	200GB	50GB	150GB		\$0.25/GB
	\$59	400GB	100GB	300GB		\$0.15/GB
	\$69	700GB	200GB	500GB		\$0.10/GB
	\$79	1TB	300GB	700GB		\$0.08/GB
100/5 Mbps	\$69	200GB	50GB	150GB		\$0.35/GB
	\$79	400GB	100GB	300GB		\$0.20/GB
	\$89	700GB	200GB	500GB		\$0.13/GB
	\$99	1TB	300GB	700GB		\$0.10/GB

Establishment Fee - For new connections, reconnections or relocations to another address or telephone line an establishment fee of \$99 is applicable. When transferring a FAB service from another provider to OntheNet the establishment fee is \$39. The establishment fee is payable prior to the order being processed by OntheNet.

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





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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.

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

Minimum Total Contract Price - If you take up the \$39 per month plan, with a \$99 establishment fee, the minimum total contract price over a 12 month ontract period is \$567.

All prices include GST and are shown in AUD.

Other Information

Usage - Customers can view details of their Personal Xtreme FAB service, including data usage, online via the OntheNet Toolbox <http://toolbox.onthenet.com.au>

Customer Service - You can 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 on our website 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