

Critical Information Summary

- Personal NBN



For everything internet, trust a local.

This summary provides important information regarding OntheNet's Personal NBN service. Full terms and conditions are available on our website www.onthenet.com.au/policies

Information About the Service

Personal NBN services provide Internet access to the customer's premises and are available wherever access to the NBN fixed line and fixed wireless networks is available. This product is not required to be bundled with any other OntheNet product. The minimum contract term for Personal NBN Gold Coast plans is 1 month, unless a 24 month contract term is selected. For Personal NBN National plans the minimum contract term is 24 months.

All orders are subject to a Service Qualification to confirm the premises can support the service. The speed tier selected indicates the minimum and maximum download and upload speeds. The actual data transfer/throughput speed will be unknown until the service is installed and may be substantially lower than the quoted maximum speed for a variety of reasons. More information is available at www.onthenet.com.au/nbntech

A monthly access fee is charged which 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. There are no excess usage charges for Personal NBN services. All charges must be paid by automatic deduction from a valid credit card. The service includes a dynamic IP address and a single email mailbox. An additional four mailboxes can be provided upon request.

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. Please visit our website for more information www.onthenet.com.au/nbntech

In FTTC, FTTP, HFC and fixed wireless areas, some equipment that is owned by nbn co will need to be installed in your premises. For more information please visit www.onthenet.com.au/nbntech

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.

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 (Personal NBN Gold Coast plans only) 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.

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 \$49.95 per month Personal NBN Gold Coast plan, the minimum total contract price for a 1 month contract term with \$69 establishment fee is \$118.95.

All prices include GST and are shown in AUD.

Personal NBN Gold Coast Plans - Fixed line

Speed Tier	Data Allocation	Monthly Fee	Included Data Unit Price
nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm	150 GB	\$49.95	\$0.33/GB
	Unlimited	\$59.95	N/A
nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm	150 GB	\$59.95	\$0.40/GB
	Unlimited	\$69.95	N/A
nbn100 Download 50-100 Mbps Upload 20-40 Mbps 50 Mbps typical minimum download speed 7pm-11pm	150 GB	\$79.95	\$0.53/GB
	Unlimited	\$89.95	N/A

Personal NBN Gold Coast Plans - Fixed wireless

Speed Tier	Data Allocation	Monthly Fee	Included Data Unit Price
nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm	150 GB	\$49.95	\$0.33/GB
	Unlimited	\$59.95	N/A
nbn25 Download 12-25 Mbps Upload 1-5 Mbps 12 Mbps typical minimum download speed 7pm-11pm	150 GB	\$59.95	\$0.40/GB
	Unlimited	\$69.95	N/A
nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm	150 GB	\$69.95	\$0.47/GB
	2000 GB	\$79.95	\$0.04/GB
	Unlimited	\$89.95	N/A

Personal NBN National Plans - Fixed line & Fixed wireless

Speed Tier	Data Allocation	Monthly Fee	Included Data Unit Price	Speed Tier	Data Allocation	Monthly Fee	Included Data Unit Price
nbn12 Download 6-12 Mbps Upload 1 Mbps 6 Mbps typical minimum download speed 7pm-11pm	150 GB	\$54.95	\$0.37/GB	nbn25 Download 12-25 Mbps Upload 1-5 Mbps 12 Mbps typical minimum download speed 7pm-11pm	150 GB	\$69.95	\$0.47/GB
	Unlimited	\$64.95	N/A		Unlimited	\$79.95	N/A
nbn50 Download 25-50 Mbps Upload 10-20 Mbps 25 Mbps typical minimum download speed 7pm-11pm	150 GB	\$84.95	\$0.57/GB	nbn100* Download 50-100 Mbps Upload 20-40 Mbps 50 Mbps typical minimum download speed 7pm-11pm	150 GB	\$99.95	\$0.67/GB
	2000 GB	\$89.95	\$0.04/GB		2000 GB	\$109.95	\$0.05/GB
	Unlimited	\$99.95	N/A		Unlimited	\$119.95	N/A

- Gold Coast plans are only available within the Gold Coast region and some surrounding suburbs.
- *nbn100 is not available in fixed wireless areas.
- 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 speed tier selected indicates the minimum and maximum download and upload speeds. The actual data transfer/throughput speed will be unknown until the service is installed and may be substantially lower than the quoted maximum speed for a variety of reasons. Actual FTTB/C/N speeds to be confirmed. More information is available at www.onthenet.com.au/nbnotech

Other Information

Usage - Details of your service & 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 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