







Key Facts Sheet: NBN Services

- Personal NBN Gold Coast plans, fixed line network

For everything internet, trust a local.

This fact sheet applies to Personal NBN Gold Coast plans that are delivered over the nbn™ fixed line networks (FTTB, FTTN, FTTC, FTTP & HFC). This information 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?
 <p>nbn12¹ 11 Mbps download²</p>	 <p>nbn50¹ 44 Mbps download²</p>	 <p>nbn100¹ 82 Mbps download²</p>
Use	What can I do with it?	
<p>1-2 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✗ Online gaming ✗ HD video streaming 	<p>3-4 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✓ HD video streaming 	<p>5 people at the same time</p>  <ul style="list-style-type: none"> ✓ Emails & browsing ✓ Social media ✓ Online gaming ✓ Ultra HD/4K videos

¹ This indicates the maximum possible speed (Mbps) that is available during off-peak periods.

² This is the typical download speed that the average customer can expect to receive during busy periods (7pm-11pm).

FTTB/FTTN/FTTC

- If it is established that your line is not capable of supporting your chosen speed tier you will have the option to remain on your selected plan, move to a lower speed plan at no cost (if available) or cancel your service and exit your contract (if applicable) without penalty.

Technical limitations

- NBN services will not function during a power failure unless the NBN service is connected using FTTP and an NBN battery backup power supply unit is also installed and working. Battery backup is not available with OntheNet NBN services. 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/nbn speeds 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