

# Key Facts Sheet: NBN Services

## - Personal NBN Gold Coast plans, fixed wireless network

For everything internet, trust a local.

This fact sheet applies to Personal NBN Gold Coast plans that are delivered over the nbn™ fixed wireless network. 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](http://www.onthenet.com.au/policies)

### Speed - How fast is it?



nbn25<sup>1</sup>  
Speeds are variable<sup>2</sup>

### Use - What can I do with it?

2-3 people  
at the same time



- ✓ Emails & browsing
- ✓ Social media
- ✓ Online gaming
- ✗ HD video streaming

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

<sup>2</sup> 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](http://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](http://www.nbnco.com.au)