

# Critical Information Summary

## - Personal NBN plans, Fixed Line network



For everything internet, trust a local.

This summary provides important information regarding Personal NBN plans for services supplied via the NBN fixed line network. Full terms and conditions are available at [www.onthenet.com.au/policies](http://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 plans are available nationally. The minimum contract term is 1 month.

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](http://www.onthenet.com.au/policies)

The monthly access fee includes unlimited data allocation. The service includes a dynamic IP address, a static IP address can be assigned for an additional cost. Up to 5 email mailboxes can be provided for no extra cost.

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.

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/nbntech](http://www.onthenet.com.au/nbntech)

### Information About Pricing

**Monthly Charges** - The monthly fee is determined by the plan selected and is payable in advance each month.

**Establishment Fee** - There is no establishment fee however 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.

**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. Where a 1 month contract term applies, the maximum early termination fee is equal to 1 month's access fee.

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 charges must be paid by automatic deduction from a credit card. 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 Plans - Fixed Line network			
Speed Tier	Data Allocation	Monthly Fee	Total Minimum Price
<b>nbn12/1</b> 11 Mbps typical download speed^	Unlimited	\$58	\$58
<b>nbn25/10</b> 23 Mbps typical download speed^	Unlimited	\$73	\$73
<b>nbn50/20</b> 52 Mbps typical download speed^	Unlimited	\$83	\$83
<b>nbn100/20</b> 94 Mbps typical download speed^	Unlimited	\$93	\$93
<b>nbn100/40</b> 94 Mbps typical download speed^	Unlimited	\$103	\$103
<b>nbn250/25</b> 215 Mbps typical download speed^	Unlimited	\$128	\$128
<b>nbn1000/50</b> Speeds are variable^	Unlimited	Contact OntheNet for Pricing	

- Not all speed tiers are available in all locations, subject to service qualification.
- 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/nbn speeds](http://www.onthenet.com.au/nbn speeds)
- NBN Key Facts Sheet available at [www.onthenet.com.au/policies](http://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](http://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](mailto: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](http://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](http://www.tio.com.au)