

flexiMAX Migrate

What does it mean to migrate my FibreMax® plan?

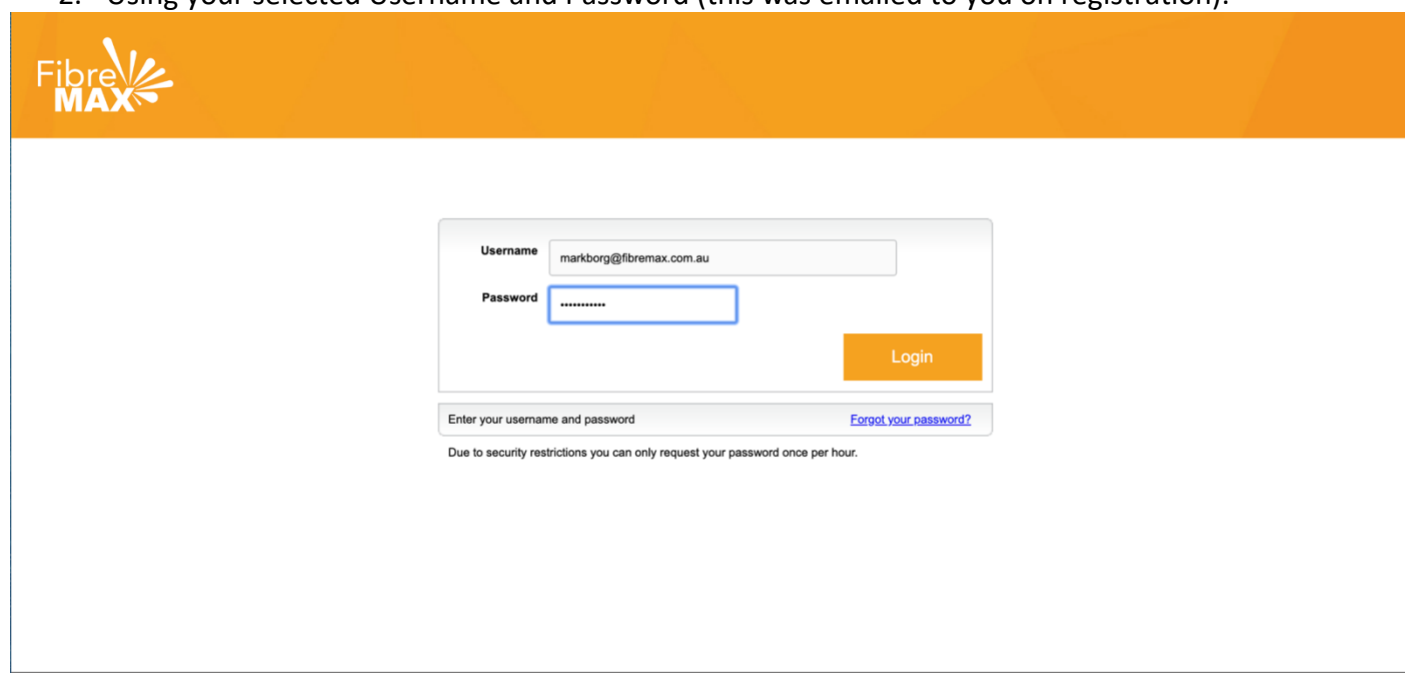
FibreMax® allows you to migrate to and from any month-to-month nbn™ Plan in an instance. This gives you the flexibility to change your service at any time based on your needs and requirements at the time. We call this flexiMAX.

Busy with a BIG project and need SUPER FAST nbn™ for a week? No problem, flexiMAX to our Premium nbn™ 100 for a week. You will pay a pro rata fee for that period and you can change back to your regular plan after your project is done. As simple as that!

How do I use flexiMAX for my FibreMax® plan?

Very simple and easy. Just login to the My Accounts area and follow the steps below. No need to talk to us, you can do this all yourself.

1. Login to the [My Accounts](#) area.
2. Using your selected Username and Password (this was emailed to you on registration).



The screenshot shows the FibreMAX login interface. At the top left is the FibreMAX logo. The main content area contains a login form with two input fields: 'Username' with the value 'markborg@fibremax.com.au' and 'Password' with a masked password '*****'. To the right of the password field is an orange 'Login' button. Below the form is a text prompt 'Enter your username and password' and a blue link 'Forgot your password?'. At the bottom of the form area, a security notice reads: 'Due to security restrictions you can only request your password once per hour.'


3. Use 'Forgot your password' to reset your Password or retrieve your Username.

We will validate the details you enter below against the details we have stored for you. If the details match what we have recorded, a notification will be sent to either the primary or billing contact.

Reset using Email Address
 Reset using Username

Select Reset option and Enter value in text box [Login](#)

4. Once logged in you will see an Account Summary.
5. Tap on the SERVICES tab to view your current service/s with FibreMax®.

Account ID #3840021 [Log Out](#)
Mark Borg
\$0.00

[My Account](#) [Services](#) [View Invoices](#) [Payment Details](#) [Make Payment](#) [Finance Details](#) [Transactions](#) [Reports](#) [Service Desk](#)

Customer Account ID : 3840021

[Summary](#) [Primary Contact](#) [Billing Contact](#) [Change Password](#)

Account Summary

Account Owner: Mark Borg
Account Status: Active
Start Date: 22 Sep 2019
Customer Since: 22 Sep 2019
Payment Method: Enabled

6. Tap MIGRATE to the right of the service you want to migrate.

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Services

Service Identifier: Include inactive services? Search

Information regarding Bolt-Ons has been moved. To see Bolt-On information, click on 'details' for the relevant service. Usage displayed may be up to 48 hours behind actual usage.

1 Results Found

Service Identifier	Nickname	Plan	Type	Start Date	End Date	Status	Restriction Status	Next Billing Date	
		FibreMaxHERO NBN 50 (3 months FREE)	NBN Plans	23 Sep 2019		Active		1 Jan 2020	Details Migrate View Usage

1

50 100 150 200 500 1000

7. Proceed after reading the warning.

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Warning

If you migrate this service, the following items will be cancelled:

- Package FibreMaxHERO NBN 50 (3 months FREE) (Subscription ID 2596576)
- Service FibreMaxHERO NBN 50 (3 months FREE) (Subscription ID 3625958)

If you wish to continue, please press Proceed. Otherwise, press Cancel to go back to the previous screen.

Proceed

Cancel

8. View the list of Package Subscriptions available for migration.

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Migrate Package Subscription: 2596576

Add Service Types

List of available service types for this migration (not editable)

Note: Service in the existing package will be pre-checked.

NBN Plans

Submit
Cancel

Possible Packages

Packages which combine all selected: NBN Plans

Tap magnifying glass for more information

Package ID	Name	Package Length	Default Contract	Contract Length
216726	Home NBN 25	1 Month/s		
219086	Home NBN 50	1 Month/s		
216750	Home NBN 100	1 Month/s		
216751	Business NBN 25	1 Month/s		
218927	Business NBN 50	1 Month/s		
216753	Business NBN 100	1 Month/s		
216754	Premium NBN 50	1 Month/s		
216755	Premium NBN 100	1 Month/s		

- 9. Tap the magnifying glass to view more.
- 10. Tap SUBMIT to continue to Package Selection.

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Migrate Package Subscription: 2596576

Add Service Types

List of available service types for this migration (not editable)

Note: Service in the existing package will be pre-checked.

NBN Plans

Submit
Cancel

Possible Packages

Packages which combine all selected: NBN Plans

Tap magnifying glass for more information

Package ID	Name	Package Length	Default Contract	Contract Length
216726	Home NBN 25	1 Month/s		
219086	Home NBN 50	1 Month/s		

Home NBN 50

43.65Mbps typical evening speed. Standard nbn™ network capacity for everyday internet usage. If no price is set at the package level the sum of the service plans fees will be used Package Setup Fee: Not Set Package Access Fee: Not Set

Name	Quantity	Mandatory	Setup Fee	Access Fee	Plan Cycle	Description
Home NBN 50	1	Yes	New: \$ 0.00 (Inc Tax) Churn: \$ 16.50 (Inc Tax) Internal: \$ 0.00 (Inc Tax) New: \$ 0.00 (Ex Tax) Churn: \$ 15.00 (Ex Tax) Internal: \$ 0.00 (Ex Tax)	\$ 69.95 (Inc Tax) \$ 63.59 (Ex Tax)	Monthly	

216750	Home NBN 100	1 Month/s		
216751	Business NBN 25	1 Month/s		
218927	Business NBN 50	1 Month/s		
216753	Business NBN 100	1 Month/s		
216754	Premium NBN 50	1 Month/s		
216755	Premium NBN 100	1 Month/s		

11. Make your selection by checking the radio button next to your Package Subscription of choice.
12. Tap SELECT to continue.
13. If applicable you will be required to update your payment information.
14. Tap UPDATE PAYMENT INFORMATION to continue.

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 \$0.00

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Migrate Package Subscription: 100019

Service Subscriptions

Service Type	Service Subscription	Service ID
NBN Plans	FibreMaxHERO NBN 50 (3 months FREE)	

Available Packages

Tap magnifying glass for more information

Package ID	Name	Select
216726	Home NBN 25	<input type="radio"/>
219086	Home NBN 50	<input checked="" type="radio"/>

Home NBN 50

43.65Mbps typical evening speed. Standard nbn™ network capacity for everyday internet usage. If no price is set at the package level the sum of the service plans fees will be used Package Setup Fee: Not Set Package Access Fee: Not Set

Name	Quantity	Mandatory	Setup Fee	Access Fee	Plan Cycle	Description
Home NBN 50	1	Yes	New: \$ 0.00 (Inc Tax) Churn: \$ 16.50 (Inc Tax) Internal: \$ 0.00 (Inc Tax) New: \$ 0.00 (Ex Tax) Churn: \$ 15.00 (Ex Tax) Internal: \$ 0.00 (Ex Tax)	\$ 69.95 (Inc Tax) \$ 63.59 (Ex Tax)	Monthly	


216750	Home NBN 100	<input type="radio"/>
216751	Business NBN 25	<input type="radio"/>
218927	Business NBN 50	<input type="radio"/>
216753	Business NBN 100	<input type="radio"/>
216754	Premium NBN 50	<input type="radio"/>
216755	Premium NBN 100	<input type="radio"/>

The selected plan requires payment information. Please update details before proceeding.

Update Payment Information

Select

- 15. A new browser TAB will open to allow you to enter your Payment Details.
- 16. Tap SUBMIT to save your details and close the browser tab once done.

Account ID #3840021 [Log Out](#)
Mark Borg
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Payment Details has been saved successfully

Finance Details

[Summary](#) [Payment](#)

Payment Details

Click [Edit](#) to update the information on this page.

By entering your details in this screen and submitting payment, you are authorising us to:

- store this details for future use as your preferred payment method
- charge to this account whenever the outstanding amount on your latest invoice is due

(Note: It is a criminal offense to provide false financial information)

* **Default Payment Type:** Credit Card Direct Debit

Credit Card Details

- * **Card Type:** MasterCard
- * **Name On Card:** Mark Borg
- * **Credit Card No.:** XXXXXXXXXXXX4663
- * **Card Expiry Date:** October 2020

[Edit](#)

17. Back at the Package Subscription selection page.
18. Check your selection to ensure the correct radio button is still selected.
19. Tap SELECT to continue.

Account ID #3840021 [Log Out](#)

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Migrate Package Subscription: 100019

Service Subscriptions

Service Type	Service Subscription	Service ID
NBN Plans	FibreMaxHERO NBN 50 (3 months FREE)	

Available Packages

Tap magnifying glass for more information

Package ID	Name	Select
216726	Home NBN 25	<input type="radio"/>
219086	Home NBN 50	<input checked="" type="radio"/>

Home NBN 50

43.65Mbps typical evening speed. Standard nbn™ network capacity for everyday internet usage. If no price is set at the package level the sum of the service plans fees will be used Package Setup Fee: Not Set Package Access Fee: Not Set

Name	Quantity	Mandatory	Setup Fee	Access Fee	Plan Cycle	Description
Home NBN 50	1	Yes	New: \$ 0.00 (Inc Tax) Churn: \$ 16.50 (Inc Tax) Internal: \$ 0.00 (Inc Tax) New: \$ 0.00 (Ex Tax) Churn: \$ 15.00 (Ex Tax) Internal: \$ 0.00 (Ex Tax)	\$ 69.95 (Inc Tax) \$ 63.59 (Ex Tax)	Monthly	

216750	Home NBN 100	<input type="radio"/>
216751	Business NBN 25	<input type="radio"/>
218927	Business NBN 50	<input type="radio"/>
216753	Business NBN 100	<input type="radio"/>
216754	Premium NBN 50	<input type="radio"/>
216755	Premium NBN 100	<input type="radio"/>

The selected plan requires payment information. Please update details before proceeding.


Update Payment Information

Select

20. Select your Migration Date:

- a. MIGRATE NOW – will change your service with immediate effect and you will pay a pro rata fee for the period of your old and new service.
- b. MIGRATE AT THE END OF BILLING PERIOD – will keep your current service active till the end of your billing period and only then change to the new service. You will also only pay the subscribing fee of the new service in your next billing period.

21. Select the radio button of your choice and tap COMPLETE MIGRATION.



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Migrate Package Subscription: 100019

Old Package: FibreMaxHERO NBN 50 (3 months FREE) (Subscription: 2596576)

Service Type	Service Subscription	Service ID
NBN Plans	FibreMaxHERO NBN 50 (3 months FREE)	

New Package: Home NBN 50

Service Type	Service Subscription	Service ID
NBN Plans	Home NBN 50	

Terms and Conditions

43.65Mbps typical evening speed. Standard nbn™ network capacity for everyday internet usage.

Migration Date

- * Migrate When?: Migrate Now
 Migrate at End Of Billing Period (31 Dec 2019)

This migration will submit immediately once you have confirmed the above information.

Complete Migration
Cancel

- 22. Congratulations, you have successfully migrated your FibreMax® service!
- 23. This is your confirmation page, you will also get an email to confirm this.

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Migration marked to occur at the end of the last day in billing period.

Migrate Package Subscription: 100019

This migration has been submitted and cannot be changed. If it is a future migration, you can contact support to undo the migration.

Old Package: FibreMaxHERO NBN 50 (3 months FREE) (Subscription: 2596576)

Service Type	Service Subscription	Service ID
NBN Plans	FibreMaxHERO NBN 50 (3 months FREE)	

New Package: Home NBN 50

Service Type	Service Subscription	Service ID
NBN Plans	Home NBN 50	

Terms and Conditions
 43.65Mbps typical evening speed. Standard nbn™ network capacity for everyday internet usage.

Migration Date
Migrate Date: 1 Jan 2020

- 24. Tap SERVICES to see PENDING MIGRATION status next to the service to be migrated.
- 25. The change will be seamless with NO break in your Internet.
- 26. No action is required.

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Services

Service Identifier:

Include inactive services?

Search

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1 Results Found

Service Identifier	Nickname	Plan	Type	Start Date	End Date	Status	Restriction Status	Next Billing Date	
FibreMaxHERO NBN 50 (3 months FREE)			NBN Plans	23 Sep 2019		Active		1 Jan 2020	Details View Pending Migration View Usage

1

50
100
150
200
500
1000