



## Critical Information Summary – FibreMax® HERO Advance nbn™ Plan

We are inviting customers to become FibreMax® HERO's. As a FibreMax® HERO they will have access to our unlimited Advance NBN 50 plan. This is an absolutely free and no obligation offer. Customers don't have to provide their bank details. They will enjoy this advanced service for 3 months\*# (September 2019 – November 2019). After this period the service will automatically terminate, no questions asked. You will be given the option to continue with the service, but you are under no obligation (first payment will be 1 December 2019). We may cancel your service by giving you 30 days' notice.

<b>UNLIMITED Advance nbn™ 50</b>
Advance nbn™ network capacity for the small to medium business that requires faster downloads
<b>Unlimited Data</b>
45.7Mbps Tested evening speed
4-6 People online at the same time on multiple devices
Max Support

Actual speeds on FTTN/B technology type to be confirmed upon connection. Speeds are based on tests conducted between 7pm and 9pm.

\*The FibreMax HERO program is only for Beta Testing purposes and only valid for the months of September 2019 – November 2019. Some users may enjoy a full 3 months of free service while others may only enjoy less. This is dependent on how soon their service can be provisioned. Various factors can influence the provisioning of nbn™ services which is not in the control of FibreMax®.

### **Important Conditions**

*We reserve the right to select and approve applications at our sole discretion without giving any reason.  
#We may cancel your service by giving you 30 days' notice.*

### **Fibre to the Node (FTTN), Fibre to the Building (FTTB) and Fibre to the Curb (FTTC) speed test results and your options**

Your nbn service can never go faster than the maximum line speed available at your home. We'll run speed tests to confirm your maximum line speed when your service is working and tell you if a higher speed tier will benefit you. If your line isn't capable of supporting the speed tier, you're on, we'll send you an email with your speed results and options, including:

Switch to a lower priced plan without charge or cancel your plan without charge.

### **Some factors impacting performance in the home**

Broadband speeds may vary due to:

- the website you're visiting, and their servers.
- Wi-Fi is less reliable than an Ethernet cable.
- the speed tier you are on.
- in-home wiring.
- network capacity and network traffic.
- the nbn technology type at your home, and where your modem is located.

Setting up your home modem in a central spot away from your electric appliances can help. Wi-Fi Boosters can also help.

### **nbn Service and power outages**

Your nbn service won't work during a power outage. This means that you won't be able to make or receive phone calls if there is no power to your modem, including calls to Emergency '000' services. You'll need to rely on your mobile phone to make calls in this situation.

For Fibre to the Premises (FTTP) connections, battery backup is available to customers with Priority Assistance, a medical alarm, back-to-base alarm, lift phone or a voice-only service.

### **Medical/security alarms**

If you have a Back to Base Security Alarm or Medi-Alert connected to your home phone service, it's important you contact your medical or security provider to check if they're compatible with the nbn service and identify what alternatives are available. You'll need to arrange this before we move you to the nbn network, or your alarm may not work.

Remember to register with [nbn co's Medical Alarm Register](#).