



## Critical Information Summary – FibreMax® HERO v2 HOME nbn™ 50 (UNLIMITED)

### Available on Exclusive Invitation Only

You have been selected to become a FibreMax® HERO. As a FibreMax® HERO you will have access to our HOME nbn™ 50 (UNLIMITED) Plan. This is an absolutely free and no obligation offer. You will enjoy this amazing service for free until 31 December 2019 (first payment will be 1 January 2020). You will be required to give us 30 days’ notice to cancel your service. The service will be discounted at \$65 / month from the first payment date, for a further 3 months. After this period the regular monthly cost of \$69.95 will be applicable.

<b>UNLIMITED HOME nbn™ 50</b>
Home nbn™ network capacity for small groups and home businesses that requires faster downloads
<b>Unlimited Data</b>
43 Mbps 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 v2 program is ONLY available on invitation by FibreMax® and FibreMax® authorised representatives. This service is for Beta Testing purposes and only valid until 31 December 2019. Some users may enjoy the full benefit of the free period 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®. **All users will be required to cancel their service in writing on or before 1 December 2019 not to incur any cost.**

#### **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](#).