



Critical Information Summary- Family Support nbn™ Covid-19 \$0 25/5 Mbps Plan

FREE 25/5 unlimited NBN plan until September 30th, 2020.

Does your family qualify for Family Support nbn™?

| | |
|-----|---|
| YES | Do you have any primary or secondary school aged students living at your address? |
| YES | Do you qualify for Family Tax Benefits? |
| YES | Have you not previously connected an nbn™ service at your address? |
| YES | Are you able to produce documentation on request? |

Our Speed Option

25/5 Mbps

\$0

Free until September 30th
21.05 Mbps typical evening
speed

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

CONTRACT LENGHT

Free until September 30th, 2020.
No setup or minimum cost.
From October 1st, 2020 the plan will convert to our Just nbn™ plan, at a rate of just \$59.95 per month.

Cancellation

You can cancel your service at any time by calling our call centre. No cancellation term required.

Additional costs²

The following additional cost may apply:
Transfer (churn) fee \$9.95
New Development fee \$300
Additional installations \$300
Incorrect fault raised to the Carrier# \$199
(#No fault on Carrier's network)
Late cancellation or Missed appointment \$ 99
Order withdrawal \$ 99

²NBN Co may impose other charges on FibreMax® not listed above pursuant to the NBN Co Wholesale Broadband Agreement. Where FibreMax® incurs those charges as a result of the services provided to you, we may pass through those charges and bill them to you.

Other fees³

Failed Payment fee \$14.80
Collection fees will be added in case of non-payment.

³ In addition to your monthly access fees by FibreMax®
All prices are inclusive of GST and charged in advanced.

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. You will be able to 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 service does not include a battery backup power supply for either NBN's equipment or any customer equipment.

Priority Assistance

We do not offer Priority Assistance to phone service customers with diagnosed life-threatening conditions. If you need priority assistance, we recommend you contact Telstra.

If you use a fax machine, EFTPOS terminal, security alarm or medical alert, please contact your device supplier about moving these services to the nbn™.

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

Customer service

Please log a service desk request via our [Accounts Portal](#). Alternatively, you can call 1300757013 for assistance with your service with FibreMax®. Check our website for our current hours.

Customer complaints

If you are not happy with your service, you can contact our complaint resolution area by calling us on 1300757013. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you're not happy with the outcome, you may also contact the **Telecommunications Industry Ombudsman** on 1800 062 058.

Changes

We reserve the right to change any pricing and service specification by giving you a 30 days' notice of such change. A notification to your primary email address will be regarded as sufficient notice.

View FibreMax® [Terms and Conditions](#) online.