

Fibre  
**MAX**



Your Guide to  
**FREE FIBRE TO YOUR  
HOME OR BUSINESS**

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powered by  
**nbn**<sup>®</sup> 

# Faster Internet Is Here!

Get **FREE** Fibre to your home or business.

If you're looking for a faster, more reliable internet connection, you've come to the right place. Experience the fastest speeds available on the nbn® network.

Customers on **Fibre to the Node (FTTN)** or **Fibre to the Curb (FTTC)** technologies in selected areas may be eligible to upgrade to Fibre to the Premises (FTTP).

*Contact Us, your address may be eligible!*

## Why Upgrade to Fibre?

### Advanced nbn™ technology

You've got a great internet connection at home or in your small business. But what if you could get even better? That's where Fibre on Demand comes in. With a Fibre Upgrade, you'll be able to enjoy the fastest internet speeds available.



### Fibre is the future

It's no secret that the world is moving towards faster, more reliable technologies. And now you can get it all right in the palm of your hand with our FibreMax® Fibre Upgrade! With a Fibre Upgrade, you'll be able to access the best nbn® technology and enjoy a faster and more reliable connection. Choose from a variety of high-speed plans for Faster Internet.

### \$0 installation

Fibre to your home or business, for FREE? Yes, it's true. We are offering FREE Fibre to your home or business. Your address may be eligible for the \$0 fibre installation. If you're not sure if you're eligible, don't worry! We'll be happy to check your address and see if it qualifies.



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## Simple Steps to get Fibre to your Home or Business

We want to show you how easy it can be to switch to FibreMax®, so we've made the process super simple! Just call and one of our friendly team members will confirm if your address is eligible.



### Check your eligibility and select a plan

We'll help you check if your address is eligible for the \$0 Fibre Upgrade. If eligible, we can help you select from one of our high-speed nbn® plans.

If you're not sure which plan to choose, don't worry! We have experts who can help you make the right decision based on your needs and budget.



### We'll organise the install

You don't have to worry about a thing. We'll take care of the entire installation process, so you can focus on what matters most: making your customers happy.

To get the process going, we'll transfer your existing service to FibreMax® and order your Fibre Upgrade on the same day. Then we'll schedule an appointment for the installation of your new Fibre connection –just tell us when works best for you!



### Plug in and enjoy Faster Internet

Just connect your modem to the newly installed NBN connection box, and then update your modem settings. Our amazing support team is ready to help you with that, so you'll be able to enjoy faster and more reliable internet than ever before.

# Benefit from a Fibre Upgrade



## Access to the best nbn® technology High-speed Fibre to the Premises

With FTTP, you get a much faster connection than any other NBN connection. And as technology advances, there's no telling how fast it will go!

Also, because FTTP uses fibre optic cable to connect your home or office with the internet, it's much more flexible than copper wires. This means that when you need more bandwidth in the future (for example, if you want to stream 4K video), you can simply upgrade your service and have a whole new level of speed without having to replace any hardware.



## Connect with a Faster and more Reliable Connection Fewer dropouts and less downtime

With the Fibre to the Premises (FTTP) network, we can deliver you an amazing internet experience. Our fibre optic network is built directly into your premises with a single cable to your home or business. With this technology, you get a more reliable connection and less downtime.



## Choose from a Variety of High-Speed Plans Choose from our full list of offerings

FibreMax supports a variety of high-speed plans on FTTP that are perfect for a business of any size.

From extra bandwidth to support your growing business, or the adoption of more bandwidth-heavy applications, FibreMax can scale as your business changes.

Our Fibre plans are designed so that as your business changes – such as an increase of employees, or the adoption of more bandwidth-heavy applications – it can be scaled based on your needs.

# Installation

## Appointment



- The **nbn**® approved technician will arrive to install the **nbn**® equipment inside and outside your premises.
- If you're renting, make sure that you have the landlord or property manager's verbal or written permission before the appointment.
- In most cases, this appointment will take between 3 to 4 hours. Please note it could take longer for complex connections.
- Activities performed by the technician includes installing and testing of the **nbn**® equipment inside and outside your premises.
- The technician will advise on the best location to install the **nbn**® connection box inside your premises. You can speak to the technician about your options.
- You, or an authorised person over the age of 18, will need to be present during the installation to give the technician both internal and external access to your premises.

*The technician will test that the nbn® equipment has been installed correctly before they leave, so that FibreMax® can finalise your new Fibre connection. Most nbn® compatible modems will work across different technologies. We can help you to check the compatibility of your existing modem.*

### Important Notes:

- ✓ Don't forget to cancel your original nbn® plan with your original provider.
- ✓ Conditions, eligibility criteria and costs will apply to higher speed tiers.
- ✓ For FTTN to be eligible for a fibre upgrade you must order our 100/40Mbps or faster.
- ✓ For FTTC to be eligible for a fibre upgrade you must order our 250/25Mbps or faster.
- ✓ Your FTTP service must be of continuous operation for 12 months from activation not to incur an installation cost of \$250.