



## Critical Information Summary

Maxo Telecommunications Pty Ltd | ABN: 92 129 852 526

### MaxoNBN Fixed Line Services

#### Information about the service

MaxoTel nbn® services provide Internet access to the customer's premises wherever access to the nbn network is available, utilising FTTP, FTTN, FTTB, FTTC, HFC and Fixed Wireless technologies. The minimum contract term is 1 month. The monthly plan fees provide Internet access to the customers premises via the nbn® network.

These plans are for an nbn® broadband service for use within Australia, within the nbn fixed line service footprint.

**Is the offer part of a bundle?**

No

**Is the customer required to buy any goods as part of the offer?**

Optional (See below)

nbn® Speed Tier*	Monthly Usage Quota	Typical Evening Download Speed	Typical Evening Upload Speed	nbn® Service Monthly Charge	Static IP	Total Minimum Cost (1 month)
12/1	Unlimited	11 Mbps	1 Mbps	\$69.00	Optional	\$69.00
25/10		24 Mbps	8 Mbps	\$79.00	Optional	\$79.00
50/20		47 Mbps	17 Mbps	\$89.00	Included	\$89.00
100/20		97 Mbps	17 Mbps	\$95.00	Optional	\$95.00
100/40		97 Mbps	34 Mbps	\$105.00	Included	\$105.00
250/25		245 Mbps	21 Mbps	\$119.00	Optional	\$119.00
250/100		245 Mbps	83 Mbps	\$149.00	Included	\$149.00
1000/50		598 Mbps	42 Mbps	\$129.00	Optional	\$129.00

\* The selected speed tier is the maximum possible download/upload speed (Mbps) available during off-peak periods. Actual download and upload speeds may be lower for a variety of reasons including congestion, location, local conditions, hardware, software, the number of concurrent users accessing the service and third-party infrastructure not monitored or maintained by MaxoTel. FttB FttN and FttC customers can check actual speeds once connected and have the option to downgrade the plan to a lower speed. Plans with speeds above 100/40 are only available via FttP and some HFC locations. A restricted plan selection may be available after completing a Service Qualification on the service address, not all speeds are available at all locations.

#### What Is Not Included:

This plan does not include NBN-compatible hardware that is required in order to make use of the service.

#### Early Termination Charges

There are no early termination charges applicable, except where you have opted for nbn fibre connect. For fibre connect, if you downgrade your plan or cancel your service within 12 months of the fibre upgrade being completed, a charge of \$220 will apply.

## Mandatory Components and Conditions

An nbn<sup>®</sup> compatible modem/router is required in order to use the service. You can opt to purchase a modem/router from our online shop or bring your existing PPPoE compatible device. The hardware required depends on the nbn<sup>®</sup> technology type at each individual location. You must ensure the hardware purchased is appropriate and adequate for the intended purpose. In FTTC, FTTP and HFC areas, some equipment that is owned by nbn Co will need to be installed in your premise if it isn't already, and a 240-volt power supply will be required. Internal cabling is the customer's responsibility and cost. The provisioning of your service may be delayed if appropriate internal cabling is insufficient for delivery of the service. Services will not function in the event of a power failure unless all equipment associated with the service is powered by an Uninterruptible Power Supply (UPS).

## Additional Charges

Where a plan does not include a static IP, an optional static IP bolt-on is available at an additional cost through the My Account Portal. If a non-standard installation is required, the costs quoted by nbn co will apply. If a new or inactive copper pair is to be activated or installed, a \$299 installation charge may apply. If an additional nbn<sup>®</sup> connection box is required, a \$270 subsequent installation charge may apply. If it is the first internet connection at a new development site, a \$300 new developments charge will apply. For a full list of additional charges, refer to <https://www.maxo.com.au/support/nbn-services/additional-charges-for-nbn-services>

## Fibre Connect Program

Eligible locations are determined by nbn co. MaxoTel does not guarantee that the Fibre Connect order will be successful. When ordering Fibre Connect, a minimum plan selection of 100Mbps must be selected by the customer.

## Other Information

### Fair Use Terms

nbn<sup>®</sup> services are subject to fair use. Fair use of the MaxoTel nbn<sup>®</sup> service means that you must not use the service in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the MaxoTel or carrier network. We may take action if you breach this policy, including suspending or cancelling your service. We reserve the right to enact such actions for any reason, at our own discretion, without notice to you.

### Data Usage and Billing information

Up to date usage and billing information can be viewed within the MaxoTel portal at any time. The My Account portal can be found at: <https://my.maxo.com.au>. All prices include GST. MaxoTel do not charge any additional surcharge for payments via Credit Card. Automatic payment schedules may change based on the billing type of your account. Contact MaxoTel if further information is required.

### Customer Service Contact Details:

Phone: 1800 12 12 10

Email: [support@maxo.com.au](mailto:support@maxo.com.au)

### Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, a complaint should be made in writing. For more information see our [complaints handling policy](#).

### Telecommunication Industry Ombudsman

If you are dissatisfied with the outcome of your complaint following the Complaints Handling Policy, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation.

The TIO can be found at [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint) or by calling 1800 062 058.

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