

About the Service

Netbright's Home Internet service is a residential-grade Internet service, provided using nbn™ Fibre, Fixed Line and Fixed Wireless access connections.

This service is suitable for home or small office uses, where service performance and reliability requirements are not critical. The service does not support guarantees regarding service levels.

SERVICE AVAILABILITY

Availability of the service is dependent on the service location and available nbn™ access technology. The services and access technologies are shown in the table below.

Service	Speed (Mbps)	Availability by Access Technology				
		Fixed Wireless	FTTN	FTTC	FTTB	FTTP
Launchpad Pro	50/20		Yes	Yes	Yes	Yes
Launchpad Premium	100/40		Yes	Yes	Yes	Yes
Home Pro	500/50					Yes
Home Stratos	1000/100					Yes
Launchpad Wireless	100/20	Yes				
Wireless Turbo	200/8-20	Yes				
Wireless Stratos	400/10-40	Yes				

When ordering a service, we will advise you of the available access technologies and service speeds. You can check service availability at <https://www.netbright.com.au>.

MINIMUM TERM

The Home Internet service is available on a month-to-month basis, with a minimum term of one month. Services can be cancelled with 14 days' notice.

INCLUDED FEATURES

Netbright's Home Internet provides a residential grade Internet access service with an unlimited data allowance.

EXCLUDED FEATURES

The Home Internet service does not include an Internet router. A router can be supplied at additional cost on request. Professional installation services are also available on request.

Service Pricing

Monthly charges and minimum costs are shown below. Note additional extended minimum terms are available.

Service	Monthly Data	Activation Charge	Monthly Charge	Minimum Term	Minimum Cost
Launchpad Pro	Unlimited	\$0	\$97	1 month	\$97
Launchpad Premium	Unlimited	\$0	\$109	1 month	\$109
Home Pro	Unlimited	\$0	\$109	1 month	\$109
Home Stratos	Unlimited	\$0	\$139	1 month	\$139
Launchpad Wireless	Unlimited	\$0	\$97	1 month	\$97
Wireless Turbo	Unlimited	\$0	\$109	1 month	\$109

Wireless Stratos	Unlimited	\$0	\$119	1 month	\$119
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Netbright Home Internet services are billed monthly on an anniversary basis. Your initial invoice will include any activation charges, plus the first month's service charges.

If your premise is in new development area and not already connected to the nbn™ a New Development Charge may also be applied by NBNCo and included on your initial invoice.

Applications

This service is generally recommended for concurrent usage of up to 10 people, using email and web browsing, social media, online gaming or video streaming for up to ten devices.

NBN Services

NBNCo, as a wholesale provider of broadband services, delivers and maintains the customer access technology used by Home Internet. The Service Speed refers to the maximum theoretical download and upload speeds that can be achieved via the selected access technology.

PERFORMANCE FACTORS

nbn™ Service Speeds can be affected by several factors, as outlined in the table below.

Fixed Wireless Services	FTTN & FTTB Services
<ul style="list-style-type: none">Distance of the customer premise to the fixed wireless tower.Obstructions that exist between the customer's antenna and the fixed wireless tower.Weather conditions such as extreme heat, rain or fog.	<ul style="list-style-type: none">Distance of the customer premise from the FTTN or FTTB node.Quality of the copper pair connecting to the FTTN or FTTB node.Internal wiring within the customer premise.

Netbright will not activate services on a nbn™ wholesale speed tier above those that NBNCo indicates can be achieved over the customer's connection.

Service performance can also be affected by factors such as your Internet router configuration and performance, the in-premise wireless (Wi-Fi) signal strength, the type of content being accessed, content provider's networks and systems, and upstream Internet network congestion.

Netbright will also provide the option for customers to access alternative network solutions, or to migrate to another service provider without penalty if the services is unable to achieve expected speeds.

SERVICE CONTENTION

In addition to the factors above, network contention or congestion in the Netbright network, or in third-party providers' networks may impact the Service Speeds achieved.

Other Information

CUSTOMER SERVICE

You can contact our Service Desk on 1300 358 368 or by emailing support@netbright.com.au. Service Desk operating hours and service status updates can be found at www.netbright.com.au/support.

Support requests lodged out of Service Desk operating hours will be actioned at the start of the next business day.

COMPLAINTS

If you are dissatisfied with your service, you can contact us on 1300 358 368 or follow the complaints handling process outlined at www.netbright.com.au/complaints.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN

If you are not happy with the outcome of your complaint process, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 or online at www.tio.com.au. Netbright is a member of and complies with the TIO Scheme under Sections 128 and 132 of the Telecommunications (Consumer Protection and Services Standards) Act,