Critical Information Summary
NBN Fibre & Cable Services - Residential
From 9 October 2017

INFORMATION ABOUT THE SERVICE

Description of the service
The National Broadband Network is a high performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers.

Requirements & Availability
The NBN Fibre service is only available within an NBN fibre service area. Unless your premises is already connected, you will need to be connected to the NBN Network. Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. Standard installations are free of charge to you. Non-standard installations may require you to pay charges. You will require a wireless router for this service. The monthly fee does not include the cost for a wireless router however you may purchase one from us at an additional cost. NBN availability depends on the NBN Co's rollout plan. To check if you can get connected in your area, use the online coverage checker at http://node1.com.au/nbn_rollout_map.php.

Internet speeds may be affected by internet connectivity to your premises, wireless interference within and/or around your premises (if you're connecting wirelessly via a wireless router), limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use, the available bandwidth of the service you're using (e.g. peer-to-peer games, websites & download sources), other users on your Internet connection. Up to 250mbps/100mbps speeds is the maximum speed available and is subject to network conditions

Minimum Term
There is no minimum term for NBN fibre plans.

INFORMATION ABOUT PRICING

Monthly Charges
There are seventeen NBN Fibre & Cable plans. Each plan has a standard monthly price and data allowance. The maximum monthly charge depends on whether you have chosen to use additional data via our data packs. The total minimum price is based on a $55.00 connection fee plus one month of plan charges.

Data Allowance Information
Data allowances are based on On-Peak + Off-Peak times. On-Peak: 8:00am to 12:00am and Off-Peak: 12:00am to 8:00am. There are no automatic excess usage charges on NBN Fibre & Cable services – instead, traffic beyond the included data allowance will be shaped to 256Kbps/256Kbps. Quota is counted as the total of downloads plus uploads. Usage is reset to the data allowance on the first day of each month. You may purchase data packs at an additional cost for a data allowance top up, if required. Information on data pack pricing is available at http://node1.com.au/residential_nbn.php

Cancellation Fees
There are no cancellation fees on this service.

Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost (1GB of data included in plan)
25mbps/5mbps	50GB + Unlimited	$54.95	$109.95	$1.10
	100GB + Unlimited	$64.95	$119.95	$0.65
	Unlimited	$79.95	$134.95	N/A
50mbps/20mbps	50GB + Unlimited	$64.95	$119.95	$1.30
	100GB + Unlimited	$74.95	$129.95	$0.75
	250GB + Unlimited	$84.95	$139.95	$0.34
	500GB + Unlimited	$94.95	$149.95	$0.19
	1000GB + Unlimited	$124.95	$179.95	$0.12
100mbps/40mbps	50GB + Unlimited	$69.95	$124.95	$1.40
	100GB + Unlimited	$79.95	$134.95	$0.80
	250GB + Unlimited	$89.95	$144.95	$0.36
	500GB + Unlimited	$99.95	$154.95	$0.20
	1000GB + Unlimited	$129.95	$184.95	$0.13
Up to 250mbps/100mbps	100GB + Unlimited	$119.95	$174.95	$1.20
	250GB + Unlimited	$129.95	$184.95	$0.52
	500GB + Unlimited	$139.95	$194.95	$0.28
	1000GB + Unlimited	$169.95	$224.95	$0.17

NBN Fees

In this section Labour Rate means $99 for each of the total number of man-hours of labour required to perform the relevant activity (rounded up to the next full hour); and Materials means the cost of materials necessary to perform the relevant activity. The following fees may apply for NBN services:

Activity	Charge per Activity NBN Co Network	
	Fibre to the Premises (FTTP) and Wireless	Fibre to the Node (FTTN)
Professional Splitter Installation at time of a Standard Installation	N/A	$250 including first hour then $99/hr after
Professional Splitter Installation not at time of a Standard Installation	N/A	Labour rate (min 3 hours) plus materials (min $10)
Equipment Modification (attendance at premises required):	Labour rate plus materials	Labour rate (min 3 hours)
Equipment Removal	Labour rate plus materials	Labour rate (min 3 hours)
Equipment Repair	Labour rate plus materials	Labour rate (min 3 hours)
No Fault Found (No Truck Roll Required)	Labour rate	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	N/A	Labour rate (min 3.5 hours) plus materials (min $10)
Late Cancellation (Site visit required)	N/A	Labour rate
Missed Appointment	N/A	Labour rate
Restoration	Labour rate	Labour rate
New Development Charge	$300	$300

OTHER INFORMATION

Usage Information

Customers can obtain usage information by visiting https://node1.com.au/account.php and logging into their account, or by calling us on 08 9964 5464. We'll also provide you with email and/or SMS usage alerts once you've reached approximately 50%, 85% and 100% of your data allowance.

Customer Service Contact Details

Contact Node1 Internet Customer Service by calling 08 9964 5464; or by submitting a contact form online at https://node1.com.au/contact.php or via email to customerservice@node1.com.au.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at http://node1.com.au/info.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.