Critical Information Summary
NBN Fibre Point to Point
Month to month agreement
Enterprise Plans
From 26 April 2018

Information about the service

The National Broadband Network is a high performance network, allowing for super-fast connectivity speeds between customers and Internet Service Providers. NBN Point to Point is a service where a port at one location is linked directly to a port at another location within the same NBN Point of Interconnect (POI). This service is ideal for organizations that have more than one location and require connectivity with a low Total Cost of Ownership (TCO).

connected to the NBN Network. Any cabling that is required in your premises beyond the network boundary point is your cost and responsibility. This service does not depend on a bundling arrangement with other Telecommunications services.

This service does not provide an IP address or internet connectivity and does not require a router for the service to work.

Availability & Requirements

This service is only available within an NBN Fixed Line service area. Unless your premises is already connected, you will need to be

Minimum plan term

There is no minimum term.

Information about pricing

Monthly charge

Your minimum and maximum monthly charge is based off the plan you nominate. Please see the table below to view the monthly charge for your nominated plan.

Termination

There are no termination fees for this service.

Other charges

The total minimum cost is based on the price of the plan you select, plus the connection fee of $55. This fee also applies when relocating the service to another address.

Changing plans

To view the plans that you may switch to, login to your account. Your

plan change will take effect at the start of the next billing cycle. Once your plan change has taken effect, you will receive a charge or credit to reflect this on your next bill. There is no fee for changing plans.

Billing

The figures in this Critical Information Summary are for a full billing cycle, however your first bill may include pro rata charges for part of the month if you started your service part way through a billing period.

Our billing cycle is based on the calendar month. You will be billed on approximately the 4th of each month, for the next month in advance. Any additional charges incurred during the previous period, such as the addition of data packs or a plan change, will also be included on your next bill.

Link Speed	Traffic	Monthly Charge	Total Minimum Cost	Cost of 1MB of data within included Data Allowance
10mbps/10mbps	Unlimited	$179.95	$234.95	N/A
20mbps/20mbps	Unlimited	$189.95	$244.95	N/A
40mbps/40mbps	Unlimited	$199.95	$254.95	N/A
100mbps/100mbps	Unlimited	$349.95	$404.95	N/A

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
Initial Standard Installation	$0.00
Initial Non-Standard Installation	Labour rate + Materials over and above Initial Standard Installation
Professional Splitter Installation at time of a Standard Installation	N/A
Professional HFC-NTD Installation	N/A
Subsequent Installation	$270 + Labour rate + Materials over and above Initial Standard Installation
Subsequent Installation of Power Supply with Battery Backup	$0.00
Professional Splitter Installation not at time of a Standard Installation	N/A
Equipment Modification (attendance at premises required)	Labour rate + materials
Equipment Removal	Labour rate + materials
Equipment Repair	Labour rate + materials
On Site Maintenance Call Out	$0.00
No Fault Found (No Truck Roll Required)	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)
No Fault Found (Truck Roll Required and Professional Splitter Installation)	N/A
Late Cancellation (Site visit required)	N/A
Missed Appointment	N/A
Restoration	Labour rate
Incorrect Callout	N/A
New Development Charge	$300

Other information

Data usage information

Usage is counted as the total of downloads plus uploads. You can obtain data usage information by logging into your account at myaccount.node1.com.au/login/

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. Data allowances are based on On-Peak + Off-Peak times:
On-Peak: 8am – 12am
Off-Peak: 12am – 8am

Customer service

Please visit node1.com.au/contact/ if you have questions about this offer, technical support, service or connection. Alternatively, you can call us on 08 9964 5464 during business hours.

Complaints or disputes

If you have a problem or complaint about your service, visit node1.com.au/support/ where you'll find our complaints escalation process. This outlines how to make a complaint, and what we will do to assist you.

Further information

If we are unable to resolve a complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by calling 1800 062 058. For full contact information, visit tio.com.au/about-us/contact-us

Discounts & promotions

This summary does not reflect any discounts or promotions which may apply from time to time. It also does not reflect any added services that you select whilst you have this plan.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

Speeds

Actual speeds vary, and may be affected by network infrastructure, internet connectivity to your premises, wireless interference, 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, website and download sources), and other users on your internet connection.

Speeds may be slower when your devices are connected by Wi-Fi rather than ethernet cable.