



# NODEONE

## What You Need to Know – Information about our Services

A: 4/97 Hector St, Osborne Park, WA, 6017 T: 1300 166 331 E: [info@nodeone.com.au](mailto:info@nodeone.com.au) ABN: 43 620 671 374 ACN: 620 671 374

### What You Need To Know: *Information About Our Services*

#### *Managing Your Spend*

##### *Usage Notifications*

If you are a residential customer, we will assist you in controlling your spend by providing you with free notifications via email and/or SMS when you reach 50%, 85% and 100% of your monthly data allowance. Please note that the notifications do not occur in real time and can be delayed by up to 48 hours after you have reached the respective thresholds.

##### *Other Methods of Managing Your Spend*

There may be other ways of keeping your spend on track, such as blocking the ability to order data packs, or monitoring your spend online via logging into your account on our [website](#). Please contact us for more information.

##### *Estimate Your Data Usage*

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you select a service suitable for your needs and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used and other factors. The information below is based on averages and provides estimates only.

Usage Type	Estimated Data
Email (Text Only)	30-50KB
Email with attachment (document or photo)	350KB – 20MB
Website browsing (per page)	1MB – 5MB
Downloading a song	4MB – 6MB
Streaming Music (per Minute)	1MB
1 Photo Upload (For example - to Social Media)	5MB
Streaming Video (per Minute)	10MB – 100MB
Downloading an App	30MB – 200MB
Online Gaming (Per Min)	200KB
Making a Video Call (Per Min)	8MB – 25MB

#### *Your Network*

Your service is being provided by either the NBN Co's network, the LBNCo Network or our own Node1 Internet network depending on what service you have chosen to connect with. Please contact us on 1300 166 331 if you require additional information regarding your circumstances.

We are responsible for the internet service that we are providing to you and are here to assist if you have any feedback or wish to make a complaint.



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### *Paying Us*

#### *Your Bill*

You will be billed in advance each month and your bill will be emailed to you. You can pay your bill free of charge via credit/debit card or BPAY®. Additional Information regarding our billing can be obtained by calling us or visiting our [website](#) and checking out our [Billing Information](#) document.

#### *Financial Hardship*

If you are experiencing financial trouble and you are unable to pay your bills, you can contact us on 1300 166 331 to discuss and make a payment arrangement. Under some circumstances, you may be assessed as experiencing Financial Hardship. You can find out more about this by visiting our [website](#) and checking out our [Financial Hardship Policy](#).

#### *Hardware & Warranties*

Where we supply hardware, for example a wireless router or antenna, you are most likely entitled to a warranty under the Competition and Consumer Act. Node1 Internet is responsible for dealing with any warranty matters on your behalf with the manufacturer.

#### *Dealing With Us*

If you wish to appoint an authorised representative who deals with us on your behalf, please fill out and return our [Authorised Representative form](#) from our [website](#).

#### *Feedback & Complaints*

We value your feedback. Please contact you if you wish to give feedback or make a complaint. You can find out more about this by visiting our [website](#) and checking out our [Complaint Handling Policy](#).