



## 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. 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 does not provide an IP address or internet connectivity and does not require a router for the service to work. This service is ideal for organisations that have more than one location and require connectivity with a low Total Cost of Ownership (TCO).

### Requirements & Availability

The NBN Fibre Point to Point 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 Fibre 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. 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](http://node1.com.au/nbn_rollout_map.php).

### Minimum Term

There is no minimum term for NBN Fibre Point to Point.

## INFORMATION ABOUT PRICING

### Monthly Charges

There are four NBN Point to Point plans – consisting of four speeds. Each plan has a standard monthly price with unlimited traffic between the locations. The total minimum price is based on a \$55.00 connection fee plus one month of plan charges.

Link Speed	Traffic	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost
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 per Activity NBN Co Network		
	Fibre to the Premises (FTTP) and Wireless	Fibre to the Basement (FTTB) and Fibre to the Node (FTTN)	HFC
Initial Standard Installation	\$0.00	\$0.00	\$0.00
Initial Non-Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation	Labour rate + Materials over and above Initial Standard Installation
Professional Splitter Installation at time of a Standard Installation	N/A	\$250 including first hour + Labour rate thereafter	N/A
Professional HFC-NTD Installation	N/A	N/A	Labour Rate (min 2 hours)
Subsequent Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation	\$270 + Labour rate + Materials over and above Initial Standard Installation
Subsequent Installation of Power Supply with Battery Backup	\$0.00	N/A	N/A
Professional Splitter Installation not at time of	N/A	Labour rate (min 3 hours) +	N/A

a Standard Installation		Materials (min \$10)	
Equipment Modification (attendance at premises required)	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Removal	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
Equipment Repair	Labour rate + materials	Labour rate (min 3 hours)	Labour rate + Materials (min 3 hours)
On Site Maintenance Call Out	\$0.00	\$0.00	\$0.00
No Fault Found (No Truck Roll Required)	Labour rate	Labour rate	Labour rate
No Fault Found (Truck Roll Required)	Labour rate (min 2 hours)	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)	N/A
Late Cancellation (Site visit required)	N/A	Labour rate	Labour rate
Missed Appointment	N/A	Labour rate	Labour rate
Restoration	Labour rate	Labour rate	Labour rate
Incorrect Callout	N/A	Labour rate	Labour rate
New Development Charge	\$300	\$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](mailto: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](http://www.tio.com.au/making-a-complaint).