



## Critical Information Summary Fixed Wireless

### Month to month agreement Residential Plans

From 26 April 2018

#### Information about the service

Node1 Internet's Fixed Wireless network is a high performance network servicing the areas of Geraldton and Perth, Western Australia. It covers all areas of Geraldton, with extensions to areas up to 100km from the Geraldton CBD (including the Abrolhos islands). The Perth network currently covers most areas north of the river and some areas in the hills.

Fixed wireless offers high speed internet access with a monthly included data allowance. It does not require a phone line, making it ideal for homes that struggle to receive an internet connection through traditional means.

Each connection requires a site survey prior to installation. This is done at no charge to you, and helps ensure quality of services for all of our customers.

#### Availability & Requirements

Availability depends on line of sight to Node1 Internet's transmitter towers. Once a site survey is complete you will be advised whether or not you can get connected.

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

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 for \$149. Alternatively, you may purchase a wireless router from another retailer of your choice.

You will require an antenna for this service. The monthly fee does not include the cost for an antenna. We will advise you of the type of antenna required for your service, prices start from \$300. Please refer to the pricing table on page 2 of this document for full pricing information.

#### Minimum plan term

There is no minimum term.

#### Inclusions

Your Monthly Data Allowance is included in your nominated plan. Any unused monthly data allowance expires each month at the end of your billing cycle.

You may purchase data packs at an additional cost to increase your data allowance for the month. Data packs will also expire at the end of your billing cycle. Further information on data packs is available by logging into your account at [myaccount.node1.com.au/login/](https://myaccount.node1.com.au/login/)

#### Exclusions

If you exceed your monthly data allowance in a month, your internet service will be slowed down to 256kbps/64kbps for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for use).

#### Information about pricing

##### Monthly charge

Your minimum monthly charge is based off the plan you nominate. Please see the table on page 2 of this document to view the monthly charge for your nominated plan. The maximum monthly charge depends on whether you have chosen to add additional data for the month, via purchasing our data packs, or nominated a payment plan for the antenna.

##### Termination

There are no termination fees for this service. However, if you are currently paying off an antenna on a payment plan, the remaining instalments of this payment plan will be charged upon termination.

##### Other charges

For new Fixed Wireless customers, an installation fee starting from \$250 applies. If you're a new or existing Node1 customer, and would like a new wireless router you can purchase one from us for \$149.

##### 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.

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost	Cost of 1MB of data within included Data Allowance
25mbps/5mbps	10GB + 15GB	\$34.95	\$584.95	\$0.0014
	50GB + Unlimited	\$49.95	\$599.95	\$0.0010
	250GB + Unlimited	\$69.95	\$619.95	\$0.0003
	500GB + Unlimited	\$89.95	\$639.95	\$0.0002
Up to 100mbps/20mbps	50GB + Unlimited	\$69.95	\$619.95	\$0.0014
	250GB + Unlimited	\$89.95	\$639.95	\$0.0004
	500GB + Unlimited	\$109.95	\$659.95	\$0.0002
	1TB + Unlimited	\$139.95	\$689.95	\$0.0001
Flexible	Unlimited	\$89.95	\$639.95	N/A

Installation Type	Charge
Standard Installation/Relocation	\$250
Installation requiring a pole	\$500
Two storey installation with cabling to top floor	\$250
Two storey installation with pole and cabling to top floor	\$500
Two storey installation with cabling to ground floor	\$500
Two storey installation with pole and cabling to ground floor	\$750

Antenna Type	Payment Option	Charge	Total Cost
Standard Antenna	No payment plan – pay on first bill	\$300	\$300
	3 months	\$110/month	\$330
	12 months	\$30/month	\$360
High Performance Antenna	No payment plan – pay on first bill	\$600	\$600
	3 months	\$220/month	\$660
	12 months	\$60/month	\$720
High Performance Prism Antenna	No payment plan – pay on first bill	\$800	\$800
	3 months	\$293/month	\$879
	12 months	\$80/month	\$960

## 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/](http://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/](http://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/](http://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](http://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.