



Critical Information Summary
NBN Fixed Line
Month to month agreement
Business Plans
From 22 May 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.

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 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.

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.

Minimum plan term

There is no minimum term.

Information about pricing

Monthly charge

Your minimum monthly charge is based off the plan you nominate. Please see the table below 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.

Termination

There are no termination fees for this service.

Other charges

For new NBN Fixed Line customers, a \$55 connection fee applies. This fee also applies when relocating the service to another address. 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.

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/

This service includes a static IP address, high priority support, up to five email addresses and free Cisco IronPort spam filtering.

Exclusions

If you exceed your monthly data allowance in a month, your internet service will be slowed down to 1mbps/1mbps for all usage for the rest of that month until your next billing cycle begins (but you won't be charged extra for use).

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.

Table with 5 columns: Speed, Monthly Data Allowance (On Peak + Off Peak), Monthly Charge, Total Minimum Cost, and Cost of 1MB of data within included Data Allowance. Rows show data for 25mbps/10mbps speed with various allowance options.

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost	Cost of 1MB of data within included Data Allowance
50Mbps/20Mbps	20GB + 30GB	\$64.95	\$119.95	\$0.0013
	50GB + 60GB	\$84.95	\$139.95	\$0.0008
	250GB + Unlimited	\$94.95	\$149.95	\$0.0004
	500GB + Unlimited	\$109.95	\$164.95	\$0.0002
	1TB + Unlimited	\$129.95	\$184.95	\$0.0001
	2TB + Unlimited	\$229.95	\$284.95	\$0.0001
100Mbps/40Mbps	20GB + 30GB	\$69.95	\$124.95	\$0.0014
	50GB + 60GB	\$89.95	\$144.95	\$0.0008
	250GB + Unlimited	\$99.95	\$154.95	\$0.0004
	500GB + Unlimited	\$114.95	\$169.95	\$0.0002
	1TB + Unlimited	\$134.95	\$189.95	\$0.0001
	2TB + Unlimited	\$234.95	\$289.95	\$0.0001
Up to 250Mbps/100Mbps	20GB + 30GB	\$109.95	\$164.95	\$0.0021
	50GB + 60GB	\$129.95	\$184.95	\$0.0012
	250GB + Unlimited	\$139.95	\$194.95	\$0.0005
	500GB + Unlimited	\$154.95	\$209.95	\$0.0003
	1TB + Unlimited	\$174.95	\$229.95	\$0.0002
	2TB + Unlimited	\$274.95	\$329.95	\$0.0001
Up to 500Mbps/200Mbps	20GB + 30GB	\$269.95	\$324.95	\$0.0053
	50GB + 60GB	\$289.95	\$344.95	\$0.0026
	250GB + Unlimited	\$299.95	\$354.95	\$0.0012
	500GB + Unlimited	\$314.95	\$369.95	\$0.0006
	1TB + Unlimited	\$334.95	\$389.95	\$0.0003
	2TB + Unlimited	\$434.95	\$489.95	\$0.0002

### 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)	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 a Standard Installation	N/A	Labour rate (min 3 hours) + Materials (min \$10)	N/A
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

### 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/](https://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/](https://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/](https://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](https://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.