



# NODE ONE

## Critical Information Summary – LBNCo Fibre – Residential Plans

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

### Information about the service

Node1 Internet’s LBNCo Fibre service is a broadband service that is available anywhere that the LBNCo fibre network exists. LBNCo is an alternative to the nbn™ network in selected apartments and new developments. The service may be delivered using HFC or FTTP.

### Availability & Requirements

This service is only available where there is an existing LBNCo network. It 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.

### Minimum and Maximum Charges

We offer our service with no minimum term. This means that the minimum amount payable is the setup fee (\$99) plus your first month’s service fees. We do not charge any termination fees. You may attract a new development fee of \$300.

### 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 below to view the monthly charges for each plan. The maximum monthly charge depends on whether you have chosen to add any additional data packs for the month.

#### Termination

There are no termination fees for this service.

#### Other charges

The total minimum cost is based on the plan you nominate plus applicable setup fees. If you are churning from another internet provider to Node1 Internet, and/or if your NTD is already installed, and/or if a site visit is required in order to activate the service, then there is a \$99 setup fee. If there is no NTD installed and the premise has never had an active LBNCo service then there is a \$400 setup fee.

#### 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 a \$10 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.

### Plan options

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost (\$99 Setup Fee)	Cost of 1GB of data within included Data Allowance
50Mbps/20Mbps	100GB + Unlimited	\$49.95	\$148.95	\$0.50
	500GB + Unlimited	\$59.95	\$158.95	\$0.12
	Unlimited	\$69.95	\$168.95	NA
100Mbps/40Mbps	500GB + Unlimited	\$79.95	\$178.95	\$0.16
	Unlimited	\$89.95	\$188.95	NA
250Mbps/100Mbps (Availability dependent on location)	Unlimited	\$139.95	\$238.95	NA



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### 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 times are from 8am to 12pm. Off-Peak times are from 12am – 8am.

#### Customer service

Please visit [node1.com.au/contact/](http://node1.com.au/contact/) if you have any questions about this offer, our technical support, our services or the connection. Alternatively, you can call us on 1300 166 331. Our opening hours are 8am-8pm weekdays and 9am-5pm on weekends.

#### 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)

Click [here](#) to access more detailed information about broadband internet services and factors that can affect them.

#### 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 are affected by network infrastructure, internet connectivity, wireless interference, limitations of devices, mobiles, consoles, computers, cables that you use, the bandwidth of other services (e.g. p2p games, website, download sources), and other users on the network. Speeds may be slower when your devices are connected by Wi-Fi.