



# NODEONE

## Critical Information Summary - nbn™ Fixed Line – 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

The nbn™ 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 at 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 and Maximum Charges

We offer our service with no minimum term. This means that the minimum amount payable is your first month's service fees. We do not charge any termination fees.

### 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/](http://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

We do not charge any setup or connection fees. In some circumstances you may be liable for a \$300 New Development fee. This only applies to select premises, and we will advise you if you will attract the fee before your order proceeds. If you're a new or existing Node1 customer and would like a new wireless router you can purchase one from us for \$149.

#### Plan options

#### 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 4<sup>th</sup> 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 1GB of data within included Data Allowance
25mbps/5mbps	50GB + Unlimited	\$49.95	\$49.95	\$1.00
	Unlimited	\$69.95	\$69.95	N/A
50mbps/20mbps	Unlimited	\$79.95	\$79.95	N/A
100mbps/20mbps	Unlimited	\$89.00	\$89.00	N/A
100mbps/40mbps	Unlimited	\$99.95	\$99.95	N/A
250mbps/25mbps	250GB + Unlimited	\$129.00	\$129.00	\$0.52
	500GB + Unlimited	\$139.00	\$139.00	\$0.28
	Unlimited	\$159.00	\$159.00	N/A
250mbps/100mbps	Unlimited	\$169.95	\$169.95	N/A



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### Information about pricing (cont.)

#### nbn™ Fees

In this section Labour Rate is \$99 per hour for each hour required to perform the relevant activity (rounded up to the next full hour); and Materials is 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 times are from 8am to 12am. Off-Peak times are from 12am – 8am.

#### Customer service

Please visit [node1.com.au/contact/](https://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/](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). 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, promotions or added services which may apply from time to time.

#### Fair Use Policy

You must comply with our Fair Use Policy. We may take action if you breach the **Fair Use Policy**, including suspending or cancelling your service.

#### Speeds

Actual speeds vary, are affected by network infrastructure, wireless interference, device limitations, cables that you use, the bandwidth of other services and other users on the network. Speeds may be slower when your devices are connected by Wi-Fi.