



# NODEONE

## Critical Information Summary – Seacrest 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

Seacrest Fibre is a broadband service exclusive to Seacrest Estate located in Geraldton WA 6530, offering high speed internet access with a monthly included data allowance. Node1 is the only internet provider that can provide this exclusive service.

#### Availability & Requirements

This service is only available in Seacrest Estate, Geraldton WA 6530 and 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 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. All localised traffic is free within Seacrest Estate and not counted towards your monthly data allowance. 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 our **Members Portal**.

#### 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.

#### Plan Options

Speed	Monthly Data Allowance On Peak + Off Peak	Monthly Charge	Total Minimum Cost	Cost of 1GB of data within included Data Allowance
25mbps/10mbps	Unlimited	\$49.00	\$49.00	N/A
50mbps/25mbps	Unlimited	\$69.00	\$69.00	N/A
100mbps/50mbps	Unlimited	\$89.00	\$89.00	N/A
Up to 500mbps/500mbps	Unlimited	\$109.00	\$109.00	N/A

#### Termination

There are no termination fees for this service.

#### Other charges

The total minimum cost is based on the price of the plan you select.

#### Changing plans

To view the plans that you may switch to, login to your account. Your plan change will take effect at the next billing cycle. Once the plan change has taken effect, your billing will be updated. There is a \$10 fee for changing plan.

#### 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.



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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 using our **Members Portal**.

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 **Our Website** if you have any questions about this offer, want to talk to our technical support about our services or your 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 **Our Support Centre**, 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 the **TIO Website**.

For more detailed information about broadband internet and factors that can have an effect on services, see our **Broadband Information** document.

#### 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.