Critical Information Summary
Fixed Wireless Service - Business
From 22 January 2018

INFORMATION ABOUT THE SERVICE

Description of 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 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 to ensure quality of service for all of our customers. Your Fixed Wireless connection will have a static IP address, high priority support, up to five email addresses and free Cisco IronPort spam filtering.

Requirements & Availability

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. Non-standard installations may require you to pay additional charges which you will be advised of prior to installation of the service. You will require a wireless router for this service. The monthly fee does not include the cost for a router however you may purchase one from us at an additional cost.

Internet speeds may be affected by loss of line of sight to transmitter tower, internet connectivity to your premises, wireless interference within and/or around your premises (if you are connecting wirelessly via a wireless router), limitations of network devices, mobile devices, consoles, computers, cables and other devices that you use, the available bandwidth of the service you are using (e.g. peer-to-peer games, websites & download sources) and other users on your Internet connection.

Minimum Term

There is no minimum term for Fixed Wireless plans.

INFORMATION ABOUT PRICING

Monthly Charges

There are fifteen Fixed Wireless plans – consisting of three speeds and five quota options for each speed. Each plan has a standard monthly price and data allowance. The maximum monthly charge depends on whether you have chosen to use additional data via our data packs. The total minimum price is based on one month of plan charges, the standard installation fee and the standard antenna.

Data Allowance Information

Data allowances are based on On-Peak + Off-Peak times. On-Peak: 8:00am to 12:00am and Off-Peak: 12:00am to 8:00am.

There are no automatic excess usage charges on the Fixed Wireless services – instead, traffic beyond the included data allowance will be shaped to 1mbps/1mbps. Quota is counted as the total of download. Uploads are unmetered. Usage is reset to the data allowance on the first day of each month. You may purchase data packs at an additional cost for a data allowance top up, if required. Information on data pack pricing is available at http://node1.com.au/business_wireless.php.

Cancellation Fees

There are no cancellation fees on this service.

Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost (1GB of data included in plan)
25mbps/5mbps	20GB + 30GB	$59.95	$609.95	$3.00
	100GB + 150GB	$79.95	$629.95	$0.80
	300GB + Unlimited	$99.95	$649.95	$0.34
	600GB + Unlimited	$119.95	$669.95	$0.20
	1TB + Unlimited	$139.95	$689.95	$0.14
50mbps/10mbps	20GB + 30GB	$89.95	$639.95	$4.50
	100GB + 150GB	$109.95	$659.95	$1.10
	300GB + Unlimited	$129.95	$679.95	$0.44
	600GB + Unlimited	$149.95	$699.95	$0.25
	1TB + Unlimited	$169.95	$719.95	$0.17
100mbps/100mbps	20GB + 30GB	$450.00	$1,000.00	$22.50
	100GB + 150GB	$500.00	$1,050.00	$5.00
	300GB + Unlimited	$550.00	$1,100.00	$1.84
	600GB + Unlimited	$600.00	$1,150.00	$1.00
	1TB + Unlimited	$650.00	$1,200.00	$0.65

Standard Installation/Relocation	$250 plus $110/hr after first two hours
Installation requiring a pole	$500 plus $110/hr after first three hours
2 storey installation with cabling to top floor	$250 plus $110/hr after first two hours
2 storey installation with pole and cabling to top floor	$500 plus $110/hr after first three hours
2 storey installation with cabling to ground floor	$500 plus $110/hr after first two hours
2 storey installation with pole and cabling to ground floor	$500 plus $110/hr after first three hours
Multi storey installation	Quote will be provided

Antenna Charges

Standard Antenna - No payment plan	$300
Standard Antenna - 3 month payment plan	$110/month – total cost $330
Standard Antenna - 12 month payment plan	$30/month – total cost $360
High Performance Antenna - No payment plan	$600
High Performance Antenna - 3 month payment plan	$220/month – total cost $660
High Performance Antenna - 12 month payment plan	$60/month – total cost $720

OTHER INFORMATION

Usage Information

Customers can obtain usage information by visiting https://node1.com.au/account.php and logging into their account, or by calling us on 08 9964 5464. 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.

Customer Service Contact Details

Contact Node1 Internet Customer Service by calling 08 9964 5464; or by submitting a contact form online at https://node1.com.au/contact.php or via email to customerservice@node1.com.au.

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please follow the escalation process outlined at http://node1.com.au/info.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at www.tio.com.au/making-a-complaint.