

Critical Information Summary

Seacrest Fibre Service

From 27 July 2017



INFORMATION ABOUT THE SERVICE

Description of the service

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

Requirements & Availability

This service is only available in Seacrest Estate, Geraldton WA 6530 and does not require a telephone service in order to function. Any cabling that is required in your premises, beyond the network boundary point is 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 at an additional cost.

Internet speeds 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.

Minimum Term

There is no minimum term for Seacrest Fibre plans. The minimum total cost is \$84.95 based on the \$55 connection fee, plus the minimum plan of 12mbps/10mbps 10GB + 15GB.

INFORMATION ABOUT PRICING

Setup & Monthly Charges

There are twenty Seacrest Fibre plans. 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 excess charges. The total minimum price is based on a \$55.00 connection fee plus one month of plan charges.

Usage is reset to the data allowance on the first day of each month. All localised traffic is free within Seacrest Estate and not counted to your monthly quota. 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/residential_seacrest.php.

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 Seacrest Fibre service – instead, traffic beyond the included data allowance will be shaped to speeds of 512Kbps/128Kbps. Quota is counted as the total of downloads plus uploads.

Cancellation Fees

There are no cancellation fees on this service.

Plan Changes

Plan changes will occur on the first day of each month. You will only be billed or credited for the difference between your old plan and new plan for that month.

Speed	Monthly Data Allowance	Minimum Monthly Charge	Total Minimum Price (No Lock-in Contract)	Unit Cost (1GB of data included in plan)
12mbps/10mbps	10GB + 15GB	\$29.95	\$84.95	\$2.99
	50GB + Unlimited	\$39.95	\$94.95	\$0.80
	120GB + Unlimited	\$49.95	\$104.95	\$0.42
	Unlimited	\$69.95	\$124.95	N/A
25mbps/10mbps	50GB + Unlimited	\$49.95	\$104.95	\$0.99
	120GB + Unlimited	\$59.95	\$114.95	\$0.50
	Unlimited	\$79.95	\$134.95	N/A
50mbps/25mbps	50GB + Unlimited	\$59.95	\$114.95	\$1.20
	120GB + Unlimited	\$69.95	\$124.95	\$0.58
	300GB + Unlimited	\$79.95	\$134.95	\$0.27
	500GB + Unlimited	\$89.95	\$144.95	\$0.18
	Unlimited	\$119.95	\$174.95	N/A
100mbps/50mbps	50GB + Unlimited	\$69.95	\$124.95	\$1.40
	120GB + Unlimited	\$79.95	\$134.95	\$0.67
	300GB + Unlimited	\$89.95	\$144.95	\$0.30
	500GB + Unlimited	\$99.95	\$154.95	\$0.20
	Unlimited	\$129.95	\$184.95	N/A
Up to 500mbps/500mbps	300GB + Unlimited	\$109.95	\$164.95	\$0.37
	500GB + Unlimited	\$119.95	\$174.95	\$0.24
	1000GB + Unlimited	\$139.95	\$194.95	\$0.14

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.